Internet Construction Automated System (iCAS)
EXTRA WORK BILLING (EWB) MODULE

ONLINE
STEP-BY-STEP INSTRUCTIONS

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INTRODUCTION

The Extra Work Billing System is an automated web-based computer system which allows contractors performing work for the Caltrans Construction Program to send Contract Change Order (CCO) Extra Work Bills (EWBs) electronically. The EWB System will be implemented through a series of releases. Each release will add to the capabilities of the previous release. Upon the completion of all releases, the process of handling Extra Work Bills will be more timely, efficient, and effective.

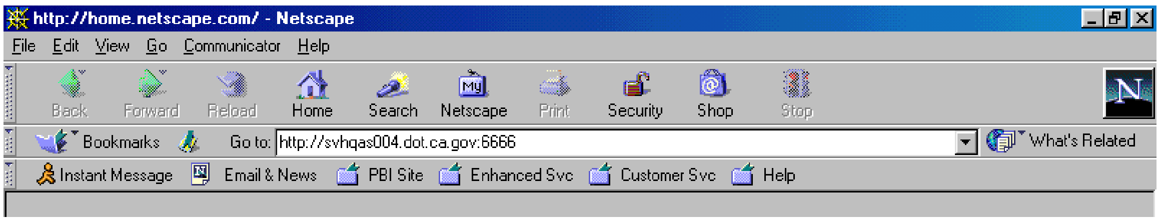
Early releases improved the EWB submission process and reduced the amount of key-entry required to input EWBs into the Contract Administration System (CAS). This was done by making the EWB Online System available for contractors to enter EWBs directly by keying the EWB into a centralized database by means of a web-based application. The core of the EWB Online System is the centralized database that stores all EWB data, as well as other Construction Program-related information.

This document provides information regarding the use of the Extra Work Billing System. The document is organized with *step-by-step instructions* for each task to be accomplished using the EWB system. The EWB System may be accessed through the Internet using either Netscape Navigator or Internet Explorer. Specific instructions for system access appear in the **System Access** portion of the User's Guide. (See Appendices)

LOG ON TO THE EWB SYSTEM

The Extra Work Billing System is a web-based Oracle application. **If you are a contractor,** to access the application, connect to the Internet using the method you typically use to connect to the Internet through your Internet Service Provider (ISP). Once you are logged onto the Internet, using Netscape Navigator place the following address in the Location box or Go to box:

http://svhqas004.dot.ca.gov:XXXX

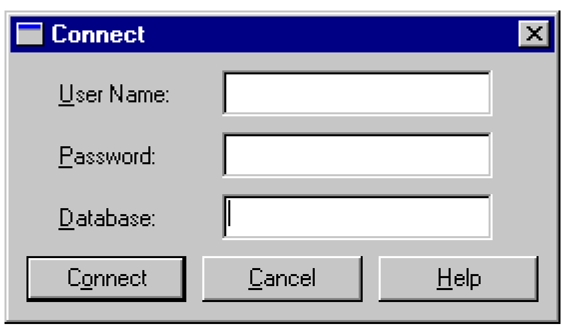


If you are a Caltrans employee, go to the Caltrans Intranet Netscape Navigator and enter the following Location or Go to address:

http://db4.caltrans.ca.gov:XXXX

LOGON SCREEN

- The EWB System Logon Screen is the main link, which connects the user to the EWB database and application. Upon a successful logon, **Caltrans staff** will be presented with the EWB main menu. Contractors will be presented with the EWB Entry screen ready to add EWBs or perform other EWB-related tasks.

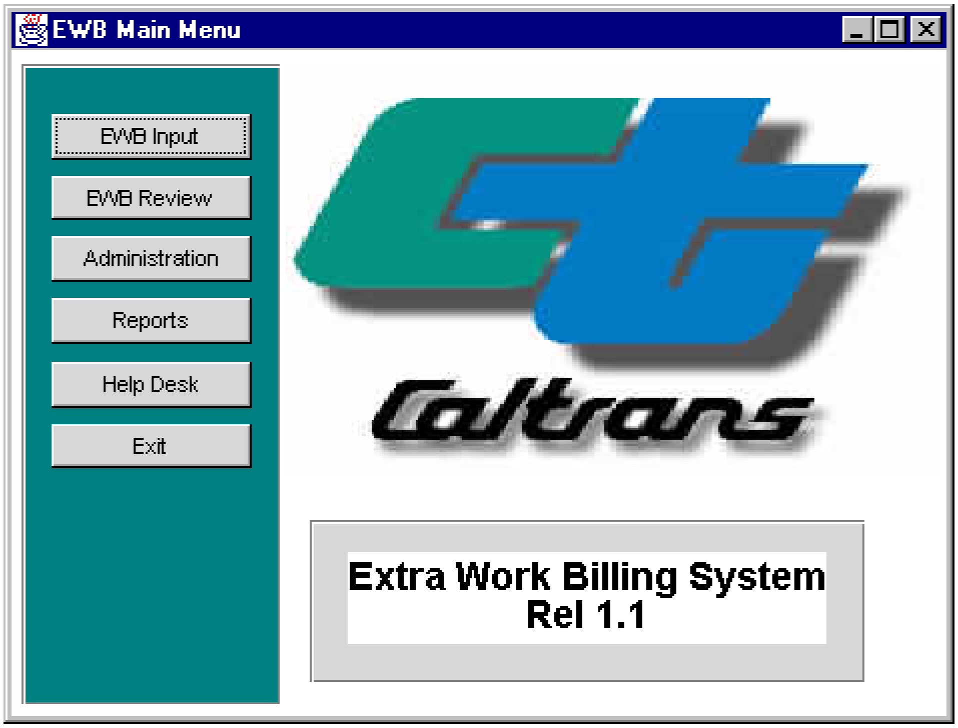


Extra Work Billing System – Logon Screen.

A User Name and Password will be assigned to each individual user of the EWB system. The name of the database, *EWB*, will remain constant. Once the three fields (User Name, Password, and Database) are keyed and the Enter key is struck or the Connect is clicked, the user will have access to the EWB application and data.

- Place the cursor in the User Name field by using the mouse and then clicking or Tab. Enter your user name, and press the Tab key to move the cursor to the Password field.
- Enter your password, and press the Tab key to move the cursor to the Database field.
- Enter **EWB**. Then click the Connect button.

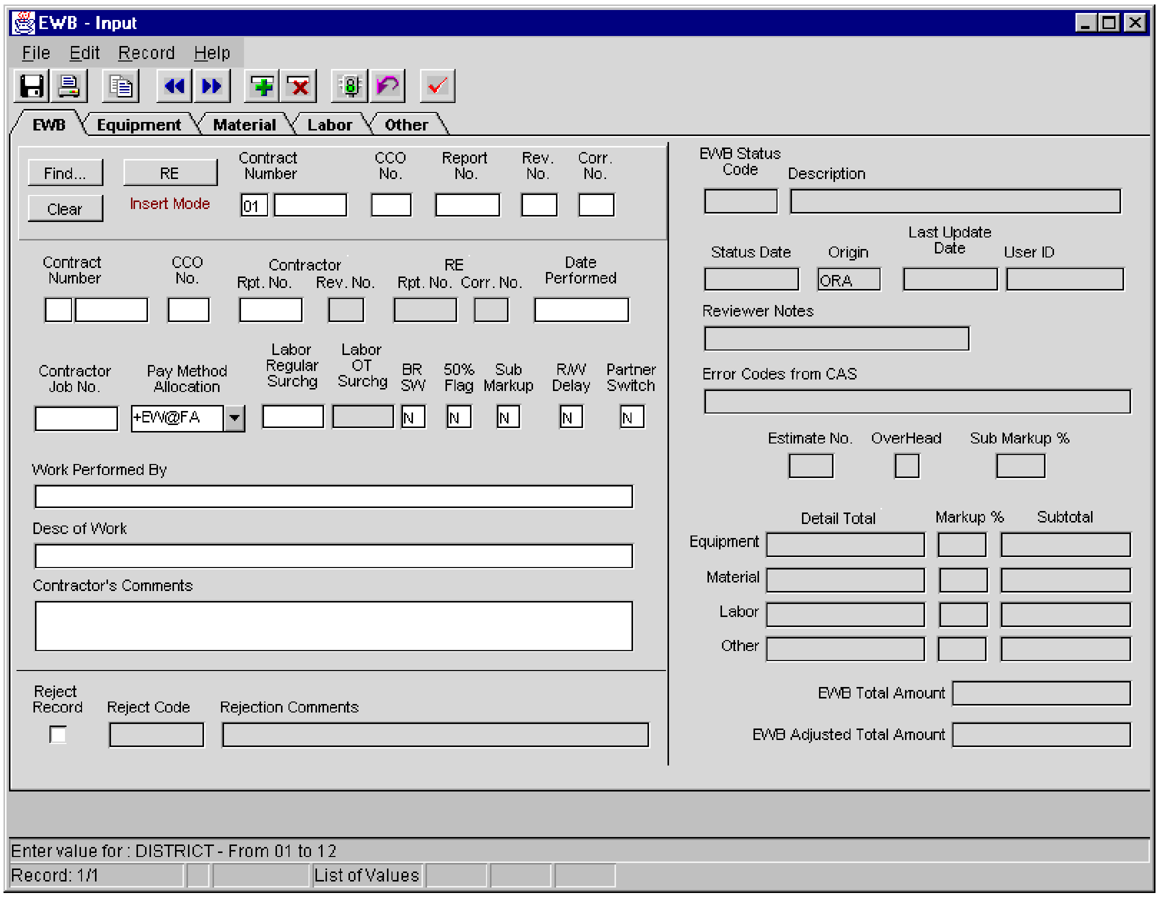
This is the screen which *Caltrans employees* will see upon Logon:



Extra Work Billing System – Main Menu for Caltrans Staff

EWB MODULE STEP-BY-STEP INSTRUCTIONS

The EWB Input screen (below) is the screen that ***contractors*** will see once they Log on to the EWB System. The system will be ready for immediate input from this point. Notice that there is information in red letters, which says Insert Mode, indicating the system is ready to receive input:

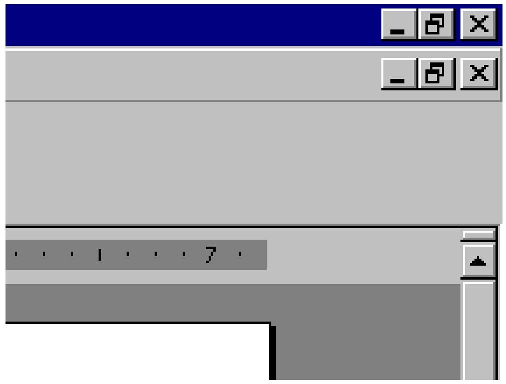


Extra Work Billing System - EWB Input – EWB Tab

LOG OFF THE EWB APPLICATION SYSTEM

Before you leave the EWB system, be sure to save any work you have entered. To leave the EWB system, click out of all EWB screens that are open. Ensure that all EWB screens are closed by checking the Status Bar at the bottom of the screen. Also, close your Internet browser by maximizing the browser screen and clicking on the X in the upper right-hand corner. Use your usual method to disconnect from your Internet Service Provider (ISP).

NAVIGATION THROUGH THE EWB APPLICATION



– Minimize, Maximize, Close Screen Buttons

There are three buttons in the top right-hand corner of the screen. These are standard buttons in Windows applications. For the EWB system, some additional benefits are provided by use of the Maximize button, which is the center button. Once you have logged onto the EWB application and are presented with either an EWB Input screen, or a RE Approval screen, click on the Maximize screen button in the top, right-hand corner of the screen.

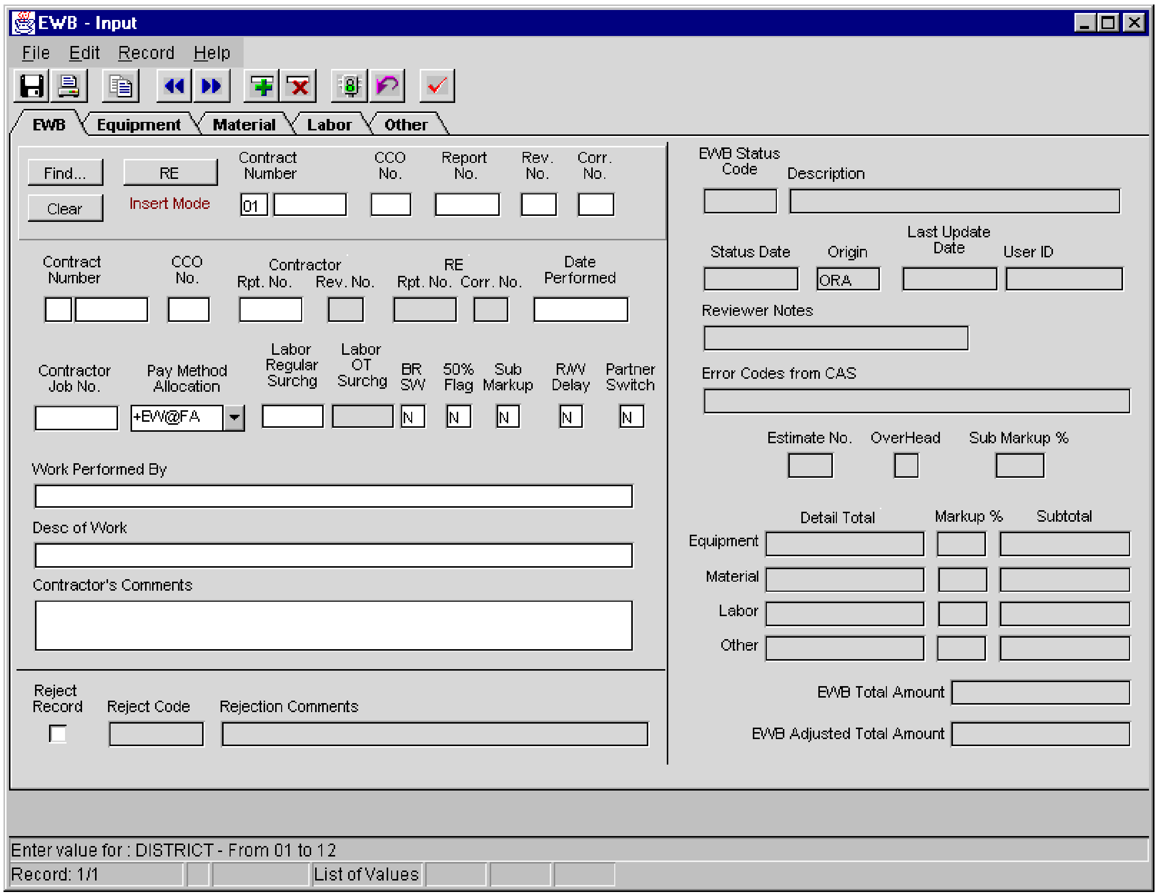
1) The leftmost Minimize button removes the screen display and places a reference to it (the name of the minimized screen) at the bottom of the screen on the status bar line. To return to a minimized screen, at any time, click on this reference.

2) The center Maximize button enlarges the screen display, causing the current window to fill the screen, and places a line of information directly above the status line at the bottom of the screen. This status line gives the user a "tip" or hint about the field where the cursor is positioned. It is advisable to enlarge the screen by clicking the Maximize button, so that tip information is available to you.

3) The rightmost X button logs the user out of the current window. When you click on the X button, you may be prompted to respond if you want to save your changes. Click on Yes or No, depending on your desired actions. There is also the option to cancel the action. To do that, click on the Cancel button. <u>You must make a choice to proceed.</u>

Blocks of the Screen Configuration

Fields of information on the screen are typically organized in various *blocks*. Different screens have varying numbers of blocks on them. The fields of information organized in a particular block are related to each other. Using the blocks to describe the screens enables users to understand the screen components and makes instructions for the system more clear.



Extra Work Billing System - EWB Input – EWB Tab

The **<u>Status Bar</u>** appears at the very bottom of the screen. If you are in EWB Input or EWB Approval, the EWB Main Menu will also be an option to which you may move *if you are a Caltrans EWB user.*

When you are finished with all tasks and want to be completely out of the EWB system, be sure that all open windows are closed, including your browser (Netscape Navigator) window. Check the status bar to see if any windows in the EWB system or your browser remain open. If any EWB windows appear on the Status Bar, click the reference, so the screen is displayed. Then Click X to close the screen. Also, if you have no tasks to do which require the browser, close that window by maximizing the screen and clicking X.

The Tab key is an alternative to the Mouse and can be used to move from one field on the screen to the next. Movement through the fields on the screen is left to right and top to bottom. Holding the **Shift key and pressing the Tab key** will move the cursor backward through the screen.

- At the end of a record (a line of data entry), such as on the Equipment, Materials or Labor charges screen, press the <u>down arrow key</u> to move to the beginning (left-hand side) of the next record (the next entry line). If a user presses the Tab key on the last field of a record, the cursor will return to the first field of that record or line. On a multiple line Tab, the cursor will **NOT** proceed to the next line (record). A user can also use the mouse to navigate by clicking in any field on the screen. <u>However, navigation will not be allowed if a required field located earlier in the form has not had data entered in it.</u>

- If a field is *required*, the cursor will not move out of the field until data is entered. Once the data is verified and is correct, the cursor will be released and can move to another field.

- A **beep** from the system indicates a message is displayed. The message may be instructional or advisory, or it may be an error message. In some cases, the user may have to respond to the message by clicking on a button in a displayed message box before being allowed to take further action.

- If you do not understand the error message, click the Help Command and highlight the Display Error Option to choose it. More information about the error will be displayed.

COMMAND MENU and TOOLBAR

The EWB System contains one Command menu, which provides drop-down options, displayed across the top of the screen, and one iconic button toolbar. The Command menu and toolbar work like any other Microsoft pull-down menu and toolbar. If the user clicks on a choice on the Command menu, a drop-down list of options will appear. To execute an option, click on it. If the user points to an icon, a prompt will appear to inform the user of the function of the icon. To execute the icon, click on it.

Across the top of the screen are five main commands (action choices): File, Edit, Record, Window, and Help. The subordinate options under each of these choices are as follows:

- **FILE:** This menu contains the following choices and the resulting action as displayed:

OPTION	ACTION
Clear All	- Clears all data from all tabs
Save	- Saves all changes that were made to all of the tabs
Reports	- Allows the user to choose from a variety of pre-designed reports and send the report to the report reader (Adobe Acrobat Reader) (See Reports section.)
Change Password	- Provides a pop-up window to allow the user to change his password (See Change Password instructions later in this section.)
Exit	- Exits the current screen in the EWB application

- **EDIT:** Contains the following choices and the resulting action as displayed:

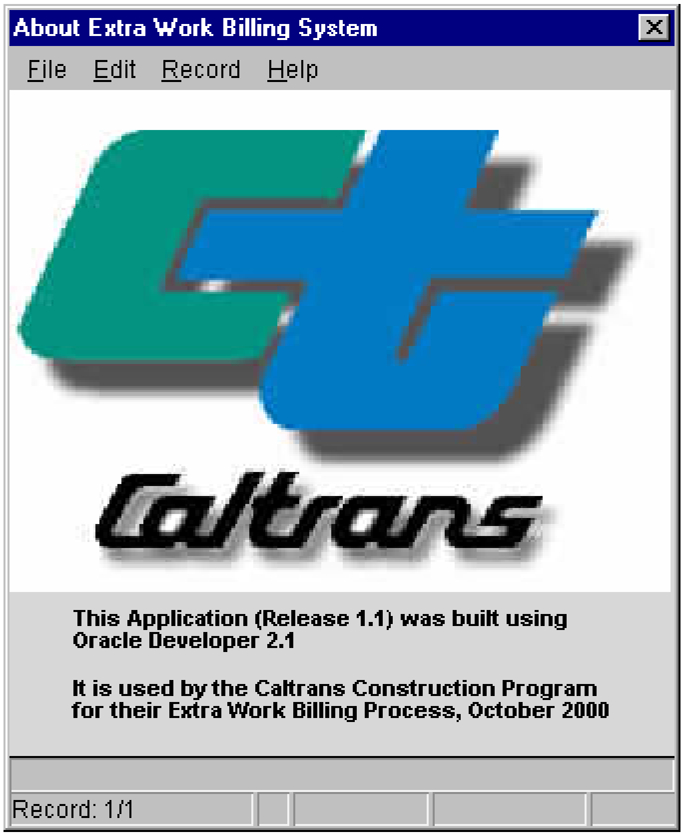
OPTION	ACTION
Cut	- Works the same as Microsoft Word; removes an area of text which is highlighted
Copy	- Works the same as Microsoft Word; copies an area of text which has been highlighted and saves it in a buffer for pasting to another area of the document or to another document
Paste	- Works the same as Microsoft Word; position the cursor to paste a previously copied or previously cut area of text and click on the Paste key; the copied or cut area will appear at the point where the cursor was located prior to the pasting action.

- **RECORD:** Contains the following choices and the resulting action as displayed.

OPTION	ACTION
Previous	Navigates to the previous record on a multi-record screen such as the Equipment screen
Next	Navigates to the next record on a multi-record screen such as the Materials screen
Scroll Up	Scrolls the current tab's list of records so that previously hidden records from the bottom of the list are displayed
Scroll Down	Scrolls the current tab's list of records so that previously hidden records from the top of the list are displayed
Insert	Creates a new record in the current folder tab after the current record; blanks all fields to allow input
Remove	Removes the current record from the block the database; and blanks all fields
Clear	Clears the current record from the block; and blanks all fields

- **HELP:** Contains the following choices and the resulting action as displayed.

OPTION	ACTION
Display Error	Provides additional information if an error is encountered.
Help Desk	Select this choice by highlighting and clicking to bring you to the Help Desk module of the EWB System. You may enter issues there as well as check to see what action is being taken on the issues you entered.
Help Desk Search	Takes you to the OK screen, then a search can be made
About	Produces the following screen with information about the EWB System.

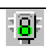


Extra Work Billing System – About screen – accessed from the Help Menu.

The Toolbar

The toolbar, which is displayed across the top of the screen below the command line, has 10 iconic buttons: Save, Reports, Copy, Previous Tab, Next Tab, New Record, Remove Record, Send, Revise and Re-Calculate Totals.

If you point to any of the icons across the top of the screen, a prompt displays the name of the icon. The functions are as follows:

ICON	ACTION
	Save – Saves all changes that were made to any of the tabs
	Reports – Allows the user to select from a variety of pre-designed reports and sends the report for viewing and subsequent printing, if chosen.
	Copy – Makes a copy of the current EWB displayed on the screen; a new Contractor Report Number is then generated for this new EWB record. (The Copy button is not available in the EWB Approval screen.)
	Previous Tab – Navigates the user to the next folder tab to the left of the current folder tab selected
	Previous Record - Navigates the user to the previous record in the database (This button is only available in the Administration section of the EWB applications.)
	Next Record - Navigates the user to the next record in the database (This button is only available in the Administration section of the EWB applications.)
	Next Tab – Navigates the user to the Folder Tab to the right of the current tab.
	New Record – Clears the screen for new input; mode changes to Input mode
	Delete Record – This function will allow the user to delete a single detail line or an entire EWB. If the cursor is on a detail line, then the current record (line) will be deleted. The user will be prompted to verify deletion. If the user clicks 'Yes,' then the delete action occurs. If the user clicks 'No,' then no action will occur, and the line will remain.
	Send – Used only by the EWB Input screen, this option changes the status to *EWB Pending: New* and will be displayed in the EWB Approval screen for action by Caltrans.
	Revise – Used only by the EWB Input screen, clicking on this button makes a copy of the currently-displayed EWB, and designates a revision number automatically. The user may then make revisions and send the newly-revised EWB using the Send button.
	Re-Calculate Totals - Used whenever you make a change to an EWB which involves money, such as adding a piece of equipment or changing a labor rate. After changes are made, click the Recalculate button to get the new values on the EWB. Then *Save* the EWB.

System Conventions

- When the cursor is in a field where there is a List of Values (LOV) available to populate (fill in) that field, double-click in the box. The LOV will appear.
- Typically, in any entry form, fields with a white background will accept input. Fields with a gray background (grayed-out fields) will display information provided by the system. *Note: This may be affected if the user has defined a custom color scheme for the screen.*

How to Change a Password

When it is necessary to change your password, use this process:

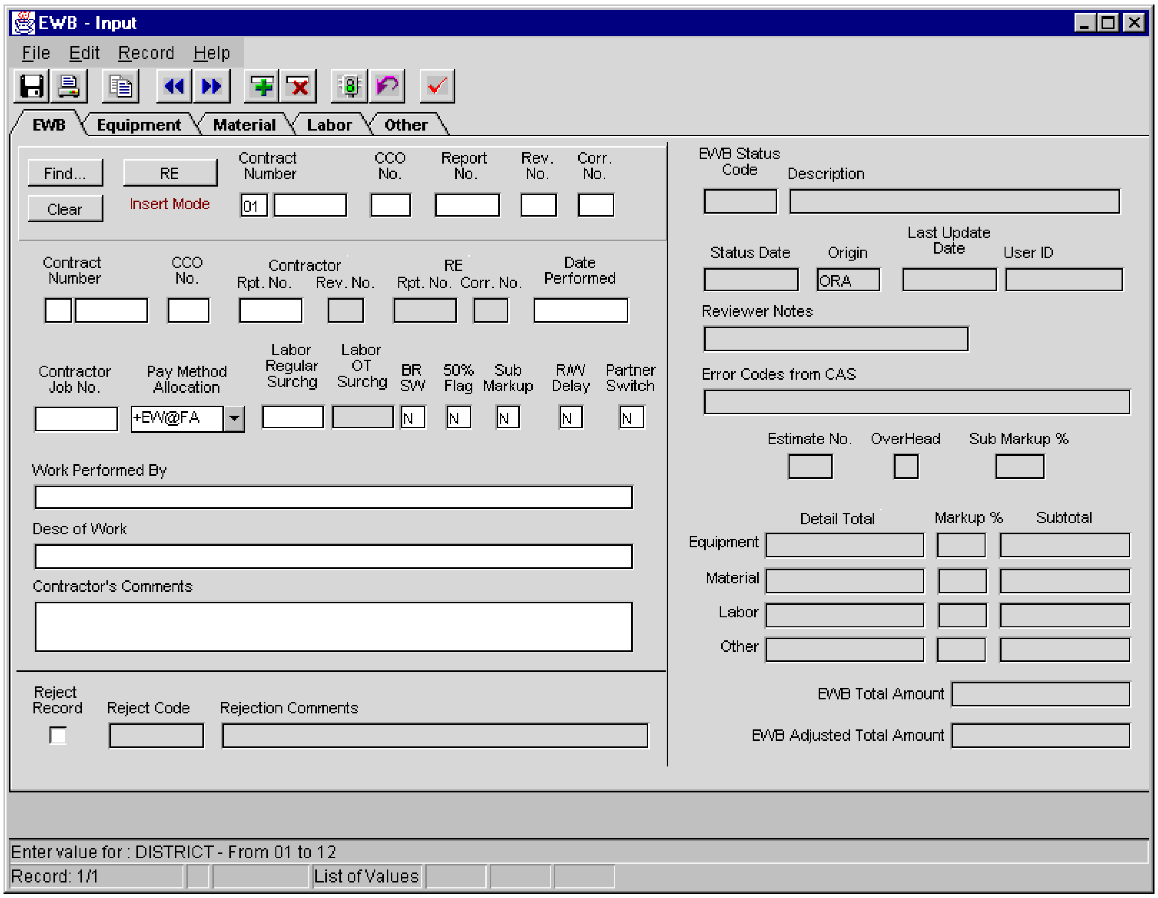
- Choose File from the Command Menu.
- Click on Change Password.
- The screen displayed below will appear.
- Type in a new password in the Enter New Password box.
- Re-type the new password in the Verify New Password Box.
- Click the OK button if you do not encounter any error messages.
- Click the Cancel button if you do not wish to continue with this process. You will return to the first field on the form. If you click the Cancel button, your password will not be changed from the current password.

Note: Passwords are not displayed as text. They appear as a series of asterisks to ensure security.

Extra Work Billing System – Change Password Screen

If you forget your password, you must call the District Application Administrator (DAA). The DAA will take the necessary steps for you to enter the system. Once those steps are taken and you log on to the system, you will be *forced* to change your password. Change it to something you will remember. You may want to make a discreet note of it.

EWB INPUT SCREEN



Extra Work Billing System – EWB Input Screen

General Information:

- This form is used for one of four purposes:
  1. To process a user query for a detailed EWB record
  2. To enter a new EWB record
  3. To change an EWB record
  4. To delete an EWB which has not yet been approved
- There are four blocks on this EWB Input screen:
  1. Query
  2. Contract Information (EWB Information)
  3. Rejection
  4. EWB Status

- With this form, as with any entry form, fields with a white background will accept data input. Fields which are “grayed out” will provide available information directly from the system. The user will not be able to enter or revise data in these fields.
- Initially, when entering the form, the user will be in *INSERT* mode. The mode is displayed beside the Clear button in the first block of the form. The cursor will be in the first field of the “Contract Number”, which is the District number. (Other modes are *Update* or *Query*. These modes are discussed later in this document in the section HOW TO FIND AN EXISTING EWB.)
- Saving the EWB record to the database can be accomplished by clicking the Save icon. The user will be prompted to save the record. If any errors occur, a message will be displayed via an “alert,” a bell will sound, and the cursor will be placed on the field with the error so a correction may be made.
- The Contractor Report No. (Report No.) and the Contractor Revision No. (Revision/Correction No.) will be displayed. For Caltrans staff, the RE Report No. (Report No.) and the RE Correction No. (Revision/Correction No.) will be displayed.

Required fields and allowed characters on the EWB screen:

- Contract Number - Numeric
- CCO number – Numeric; the user may select from a list or enter a value
- Contractor Rpt. No. - Must be uppercase
- Contractor Revision No. – Display only field; incremented by the system
- Date Performed – Format is MM/DD/YYYY
- Labor Regular Surcharge – Validated from LOV
- Work Performed By – Free form field
- Description of Work Segment – Free form field
- Pay Method Allocation shows the typical down arrow used to indicate a drop-down list from which to choose. Click on the down arrow. Highlight the appropriate item on displayed list and click to display your choice of Pay Method Allocation.
- Labor surcharge information will be required to proceed in all cases while using the EWB Input screen. To get a List of Values (LOV) from which to choose, place the cursor in the field and double-click. You will be presented with an LOV, which drops down and presents you with options for this field. You may highlight the appropriate choice on the LOV, double-click on it, and the information will be placed in the form field. Or you may highlight the appropriate choice, click on OK at the bottom of the LOV screen, and the information will be placed in the form field. Press the Tab key to move to the next entry field.

Other input fields

The Date Performed field must contain a valid date for the EWB to be added to the database. <u>If the EWB is covering a range of dates,</u> the last date of the range is to be entered in this field. <u>If the EWB covers many days of work because it is an adjustment,</u> the last day applicable (or worked) is to be used for the Date Performed field.

- The Contractor Job No. field allows for any characters. Enter alphabetic characters in upper case.

- Contractor's Comments is a free form field that will allow the contractor to make comments about the EWB.
- The RE Report No. and Corr. (Correction) No. will be provided by the system automatically for all EWBs. In the Review Screen the RE has the option of replacing the system-generated number with one if his/her choice BEFORE saving the work for that EWB record.
- When the user chooses the Labor Regular Surcharge value, the Labor OT (Overtime) Surcharge field will be populated automatically.
- BR SW field defaults to N. Y and T are the only other valid values.
- 50% Flag defaults to N. Y is the only other valid value.
- Sub Markup defaults to N. Y is the only other valid value.
- Right of Way (R/W) Delay defaults to N. Y is the only other valid value. (Note: If the R/W box indicates yes, the system will not allow the input of labor hours or overtime for equipment.)
- Partner Switch defaults to N. Y is the only other valid value.

HOW TO INPUT A NEW EWB

You must be viewing the EWB Input Tab and have the cursor located in the Contract Number field to enter a new EWB. If you are on any other input screen (Equipment, Material, Labor, or Other), click the EWB tab to return to the EWB tab which will allow creation of, and data entry for, a new EWB.

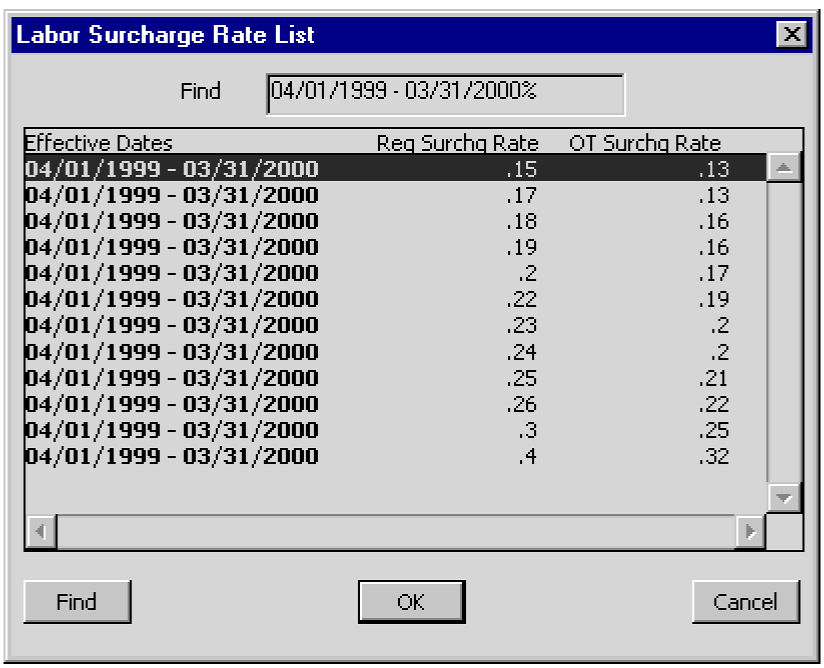
- **To enter a new EWB: Click on the** New Record button, which clears the screen for input of a new EWB. The mode displayed in the first block of the screen will then be *Insert* mode. All fields of the form will be "empty" and ready for input. **You must be in *Insert* mode to enter a new EWB.**

Note: The system prefers that you use the mouse only when going from Tab to Tab and that you use the Tool Bar or the Command Menu to maneuver within the different Tabs.

Once the system indicates, by display in the first block of the screen, that you are in *Insert* mode, perform the following steps:

- If the district number which appears in the first blank of the Contract Number block is not the district whose EWB you are entering, highlight the existing number and delete it with the Delete key. Enter the correct district number. If the district number is correct, depress the Tab key to move to the second blank of the Contract Number fields.
- Enter the Contract (EA) Number. If you double-click in this field, you will be presented with an LOV, which drops down and shows you options for this field. You may highlight the appropriate choice on the LOV, double-click on it, and the information will be placed in the form field. Or you may highlight the appropriate choice, click on OK at the bottom of the LOV screen, and the information will be placed in the form field. Press the Tab key to move to the next entry field.
- Enter the CCO number. Press the Tab key to move to the next entry field.

- Enter the Contractor Report Number and press the Tab key to move to the Date Performed field.
- The Date Performed field contains the actual date work the was done. In the case of something which covers a *period of time* (such as an adjustment), use the last day for the period of time as the Date Performed. This field requires the date be in the format of MM/DD/YYYY.
- Enter the Contractor Job Number in this field. Press the Tab key to move to the Pay Method Allocation field.
- With your cursor in the Pay Method Allocation field, click on the down arrow to the right of the field. You see a drop-down list that defines the options for the Pay Method Allocation. Highlight the appropriate Pay Method Allocation and click on it to populate the field. Press the Tab key to move to the Labor Regular Surcharge field.
- When you tab into the Labor Regular Surcharge field, a LOV is displayed. You may highlight the appropriate choice on the LOV, double click on it, and the information will be placed in the form field. Or you may highlight the appropriate choice, click on OK at the bottom of the LOV screen, and the information will be placed in the form field. Press the Tab key to move to the next entry field.
- The Labor OT Surcharge Field will be automatically populated when you select or enter the Labor Regular Surcharge information.



Extra Work Billing System – Labor Surcharge Rate List (LOV)

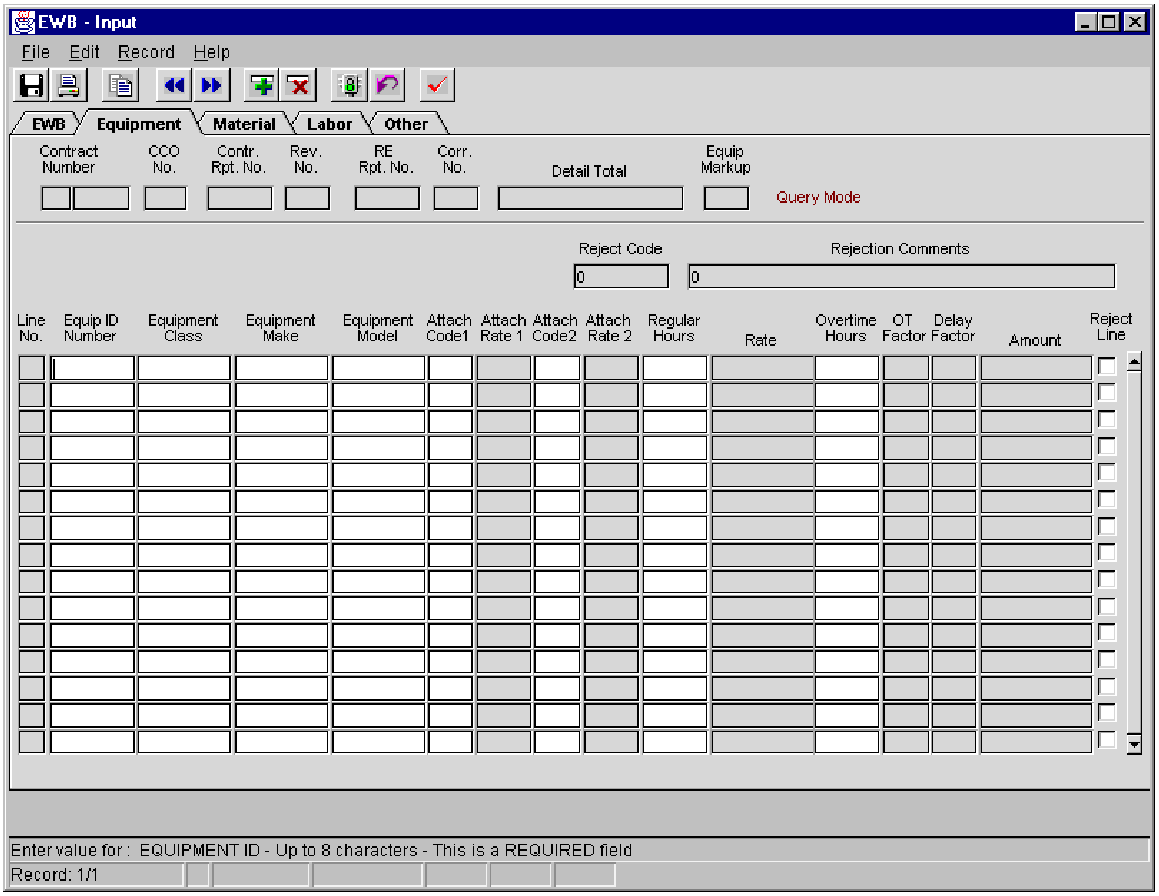
- Press the Tab key to place the cursor in the BR/SW field. N is the default. If N is not the appropriate information for the EWB you are entering, delete that entry by highlighting it with your cursor and pressing the Delete key. Enter the correct information: either Y or T. Press the Tab key to move to the next field.

- The cursor should now be in the 50% Flag Field, which defaults to N. If flagging charges apply to this EWB, delete the N and enter Y. Press the Tab key to move to the next field.
- The Sub Markup box is next. The default here is N. If there is a Sub Markup, delete the N and enter Y. Press the Tab key to move to the next field.
- R/W Delay box is next. The default is N. If there is a Right of Way delay with associated charges, delete the N and enter Y. Press the Tab key to move to the next field.
- Partner Switch is the last of the single-character boxes. The default is N. If there are charges for Partner Switch on the EWB you are entering, delete the N and enter Y. Press the Tab key to move to the next field.
- The Work Performed By field is free form. This means you may enter the name of the company or organization that performed the work however you wish. Press the Tab key to move to the Desc(ription) of Work Segment Field. This is a *required* field, so information must be entered here.
- Desc of Work Segment: This is also a free form field and is *required*. Enter a description of the work accomplished for this EWB. Press the Tab key to move to the next field.
- Contractor's Comments is a free form field and is *not required*. Enter your comments, which provide additional information about the EWB. Press the Tab key to move to the next field.
- When all the screen fields have been entered as required, click on the Save icon at the top of the screen or click on the File Command from the Command Menu at the top of the screen, highlight the Save option, and click Yes.
- If you attempt to go to another folder tab without saving your work, you will be prompted by the system. When asked if you want to save changes, click Yes. You will get a message "EWB has been saved." Now you are ready to move to another folder tab within the EWB, such as Equipment, Material, Labor, or Other. Simply click on the folder tab name with the mouse. Alternatively, you may use the Previous Tab or Next Tab icon at the top of the screen.

If you have entered an EWB, but have not saved it and do not wish to save it, click the *CLEAR* icon to clear the form.

HOW TO ENTER INFORMATION FOR EQUIPMENT

EWB Input – Equipment Tab



Extra Work Billing System – EWB Input – Equipment Tab

General Information -

The Equipment Folder Tab is provided for the entry of the contractor equipment costs used to perform work on a Contract Change Order (CCO) and a specific EWB. Up to 20 equipment records may be entered for one EWB. If more records are required, the Extra Work Bill must be broken up into more than one EWB, depending on the number of lines required.

When you click on the Equipment Folder Tab, the contract information (Contract, CCO, and Contractor Report Number) will appear in the master block near the top of the screen. Your cursor will be automatically placed in the first record (line) under Equipment ID Number. The line will be numbered automatically. Once you have entered data, you must use the Tab key to exit the field and move to the next field of the form. At the end of a line (record), press the down arrow key. When you press the down arrow key, calculations will be performed on the information in the line just completed, and the detail total calculation result will be entered by the system in the Detail Total field in the upper part of the screen.

Required Fields

- Equipment ID – Must be uppercase
- Equipment Class – Must be uppercase
- Equipment Make – Must be uppercase
- Equipment Model – Must be uppercase

If you have entered all necessary information and are at the end of your last completed record, click the Save icon before moving to another folder tab or screen. Respond Yes when you are asked if you wish to save changes. The system will sound an alert and indicate the information was saved.

Equipment Entry Rules

- Pay Method Allocation is not selected.
- Hours* are validated such that:
  - Reg. Hours cannot be greater than 8 and OT hours must not be > 16. (Note: Hours in this example will be used as 1-day units.)
  - Sum of Regular Hours and OT hours cannot be greater than 24. (Note: Hours in this example will be used as 1-day units.)

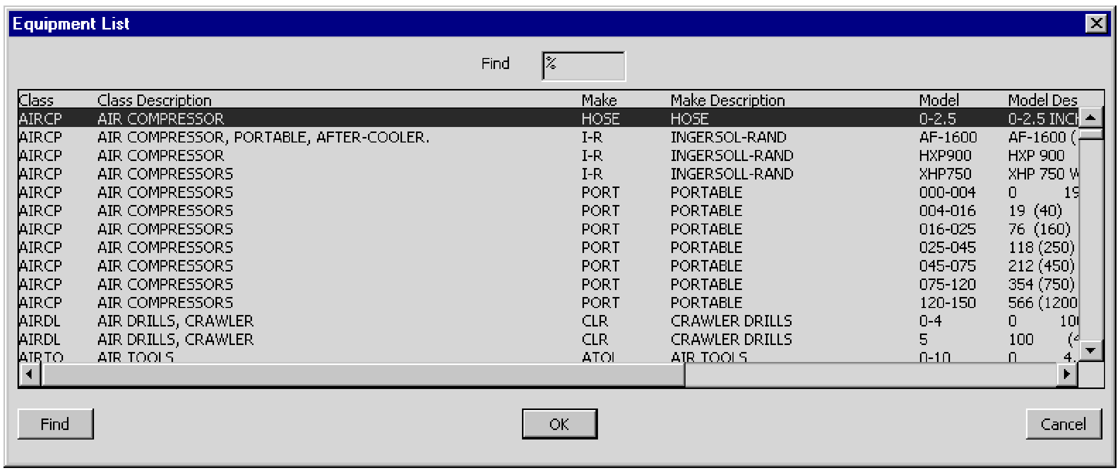
* OT hours will be grayed out if RW Delay = 'Y'.

- The following calculations are performed:
  - Calculate Regular Amt for each line:
    (Regular Hours * Rate)
  - Calculate OT Amt for each line:
    (OT Hours * Rate * OT Factor)
  - Calculate Attach Amt for each line:
    (Attach Rate1 * (Regular Hours + OT Hours)
    (Attach Rate2 * (Regular Hours + OT Hours)
  - Calculate Total Amount for each line:
    If R/W Delay = 'Y' then Total Amount = (Regular Amt + OT Amt + Attach Amt) * Delay Factor), else the Total Amount = (Regular Amt + OT Amt + Attach Amt)
  - Calculate Display subtotal for the Tab (Equipment Subtotal)
- The Equipment fields, Class, Make, and Model fields are validated using the LOV from EWB_Equipment_Codes (Equipment and Misc. Equip Rates from CAS). Only valid records based on Date Performed or current Date will be displayed in the LOV (EWB_Fixed.Date_Performed <= Equipment_Date).
- The default is zero (0) for OT Factor, Delay Factor, and Rate.
- Grayed out fields are computed by the system

How To Complete The Equipment Screen Entry

- Your cursor must be in the first field of the first line on the screen. Use mouse to navigate to the first field.
- Enter the equipment identification number (Equip ID Number). Press the Tab key to move to the Equipment Class.
- With the cursor in the Equipment Class field, either enter a value or double-click for a List of Equipment class codes.

You will see the following LOV displayed:

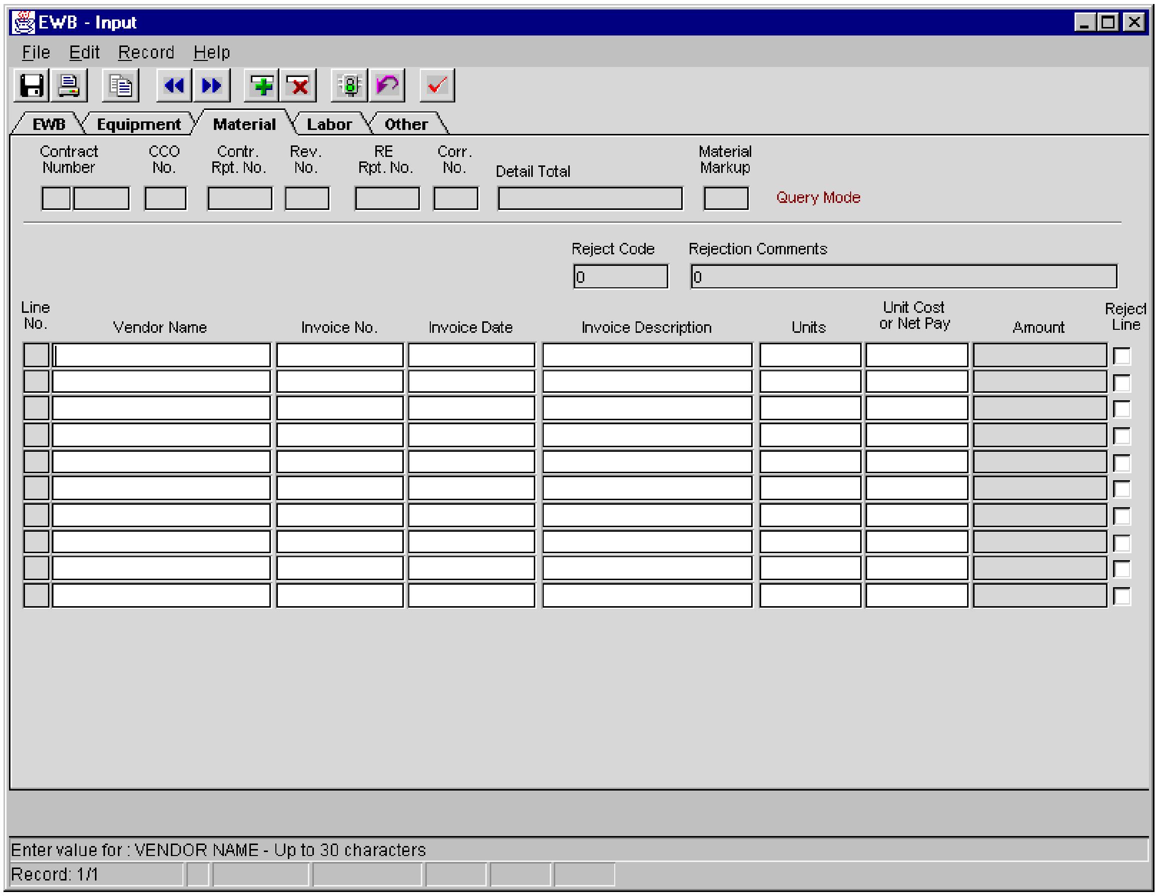


Extra Work Billing System – Equipment List (LOV)

- To select the appropriate equipment item either:
  1. Double click the equipment line, or
  2. Highlight the equipment line, and click on the OK at the bottom of the LOV screen or Enter Key (The selected item will be entered on the Equipment folder tab. Also, Equipment Make, Model, OT Factor, and Delay Factor fields will be entered automatically by the EWB System.)
- Proceed through the rest of the form either entering information directly or using the LOV to select the appropriate items.
- If you have information to enter in the Attach Code fields, you may again employ an LOV to assist you. Double click in the Attach Code field (either or both Attach Code 1 and Attach Code 2). You will be presented with an LOV from which to select an item. Select the item in the same way as the equipment items were selected.
- When all data has been entered, click the Save button and choose to Save or not.

HOW TO ENTER INFORMATION FOR MATERIAL

EWB Input – The Material Tab



Extra Work Billing System – EWB Input – Material Tab

General Information

The Material tab is provided for entry of the:

- Contractor material
- Work done by specialist(s)
- Lump Sum
- Unit Price Payments

Contract information will be carried to the Material folder tab from the EWB folder tab.

Up to 10 material records may be entered for an EWB. If more than 10 records are needed, split the EWB into more than one bill. The lines will be automatically numbered by the system.

Required fields

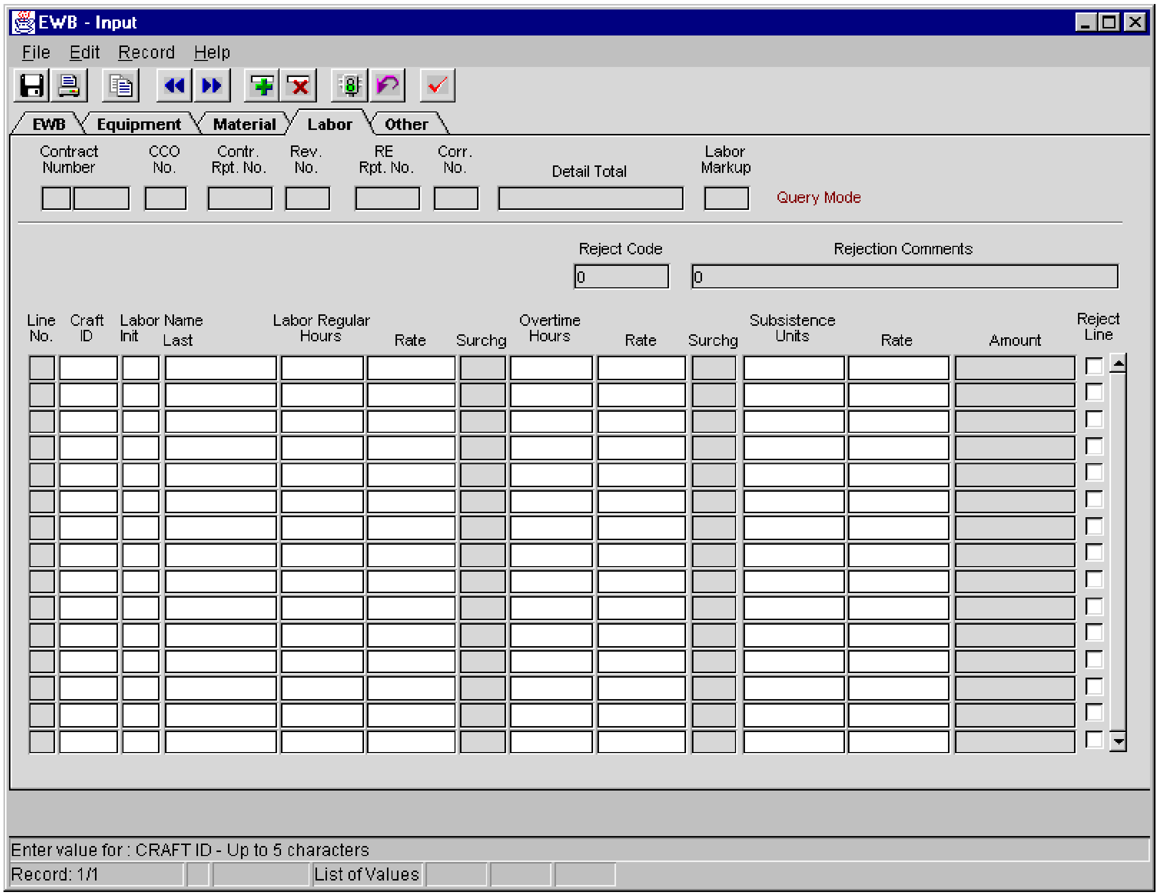
- ➢ Vendor Name – Must be uppercase
- ➢ Units – Enter the number of units.
- ➢ Unit Cost or Net Pay

  When you complete entry of the Unit Cost or Net Pay field, press the down arrow key. The cursor will be placed at the beginning of the next line, and the EWB System will enter the amount for the completed line.

- Other fields on the form have the following characteristics:
  - ➢ Invoice No. – Must be uppercase
  - ➢ Invoice Date – If an Invoice No. is entered, an Invoice Date in the format MM/DD/YYYY must be entered. If there is no Invoice No., then this field should be left blank.
  - ➢ Invoice Description – Must be uppercase
- The following calculations are performed, and results displayed:
  - ➢ Total Amount for each line (Units * Unit Cost or Net Pay)
  - ➢ (Material) Detail Subtotal (Total of all Material records on this EWB.)
- Begin with the cursor in the Vendor Name field. Enter the vendor's name and press the Tab key to move to the Invoice Number field.
- Enter the Invoice Number if there is one. Press the Tab key or use the mouse to move to the next field.
- Enter the Invoice Date using the format MM/DD/YYYY. Tab or use the mouse to move to the next field.
- Type a description of the material the invoice reflects. Tab or use the mouse to move to the next field.
- Enter the number of units. These may be expressed as a decimal. Move to the next field.
- Enter the Unit Cost of the materials or the Net Pay amount. Move to the next field.
- With the cursor in the Amount field, press the down arrow to move to the beginning of the next record for data entry. When you press the down arrow key, the Amount line will be calculated and entered in the Amount field. Also, the Detail Total (of all Material lines entered) will be calculated and entered in the Detail Total field.
- At the end of the last line to be entered, click the Save icon and choose to Save or not.

HOW TO ENTER INFORMATION FOR LABOR:

EWB Input – The Labor Tab



Extra Work Billing – EWB Input – The Labor Tab

General Information

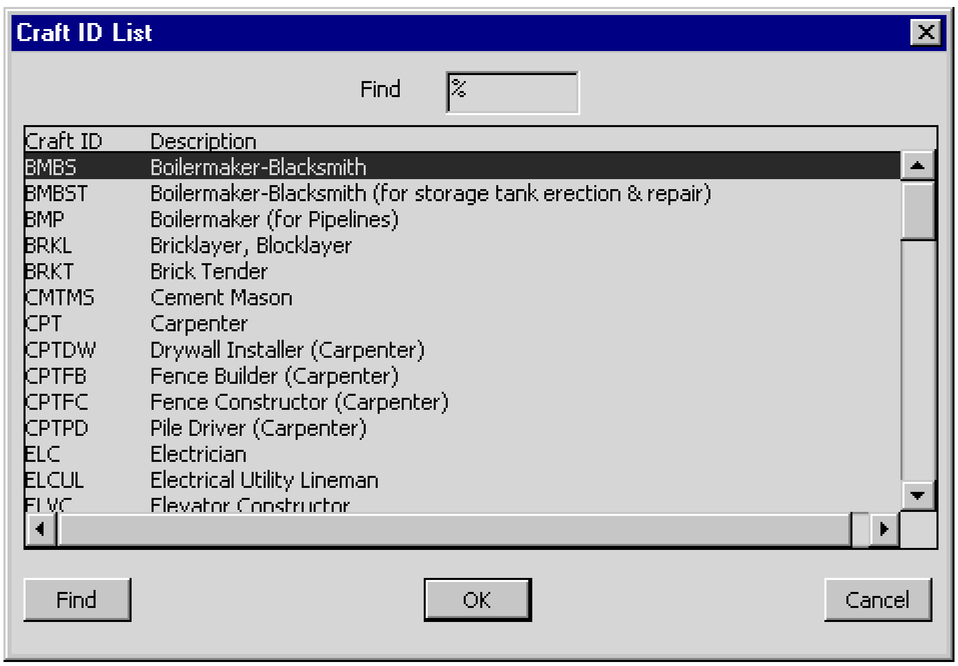
The Labor folder tab is provided for entry of contractor labor costs to perform work on a Contract Change Order (CCO). This screen includes fields used to record or calculate labor surcharges. Contract information will be brought forward from the EWB screen. The cursor will be placed in the first line in the Craft ID field. The lines will be numbered automatically by the system.

- The Contract Number, CCO No. Rpt. No., and Rev/Corr. No. are displayed by the system automatically.
- Only 20 records are permitted on this input screen. If you have more than 20 records for a particular EWB, split the bill into more than one EWB.
- If the Pay Method Allocation must = + EW@FA or +AC@FA and RW Delay = 'Y'.
- Regular hours must not exceed 8 hours for one day.
- Grayed-out fields are computed by the system. The information is displayed, but cannot be changed.

Required fields and allowed characters on the EWB Input Labor tab:

- Craft ID – Must be uppercase
- Labor Initial (first initial of person) – Must be uppercase
- Labor Name Last (last name of person)
- Labor Regular Hours - Required if Labor Reg Rate is greater than 0
- Labor Regular Rate - Required if Labor Regular Hours is greater than 0
- Overtime Hours - Required if Overtime Rate is greater than 0
- Overtime Rate - Required if Overtime Hours are greater than 0
- Subsistence Units - Required if Subsistence Rate is greater than 0
- Subsistence Rate - Required if Subsistence Units are greater than 0

Calculations are performed and the total amount is displayed on each line on this folder tab. The algorithm is (Labor Regular Hours * Labor Regular Rate* Labor Regular Surcharge)+ (Overtime Hours * Overtime Rate* Overtime Surcharge)+(Subsistence Units * Subsistence Rate.)

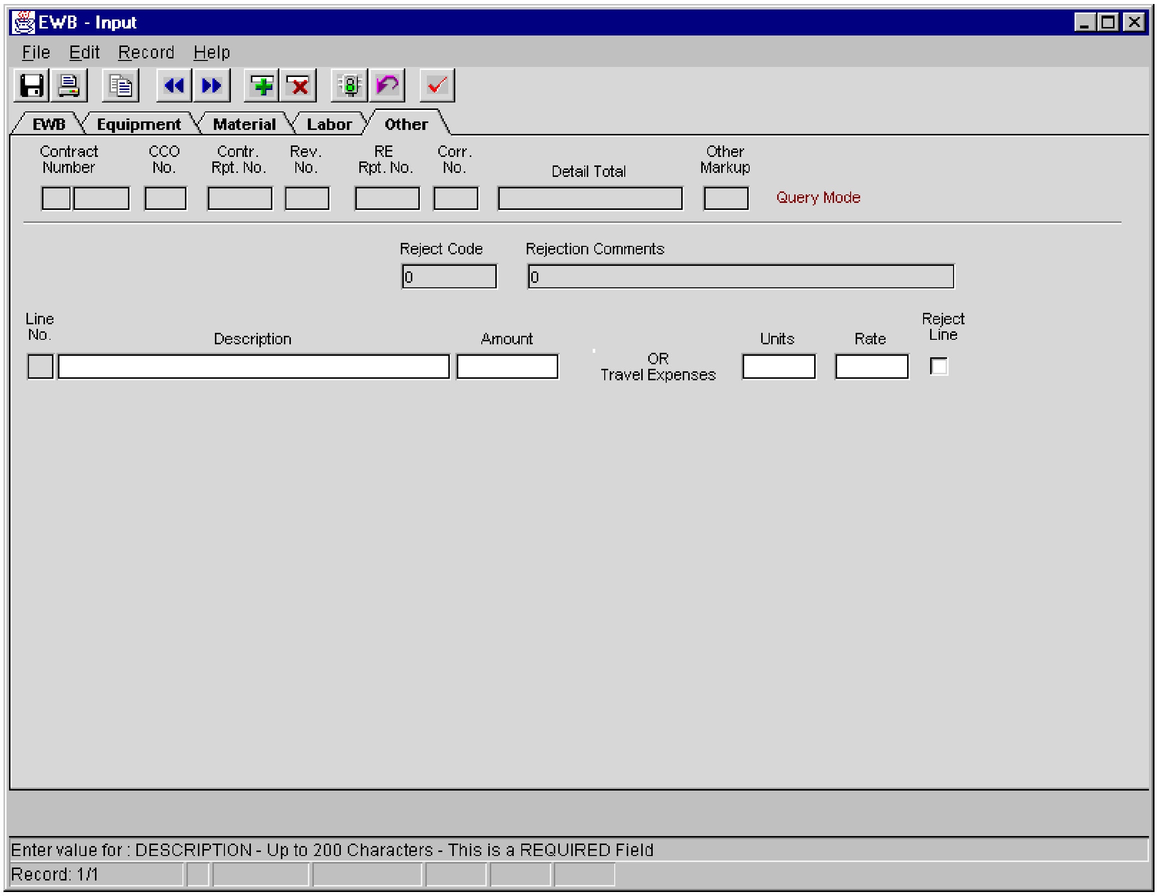


Extra Work Billing System – Craft ID List (LOV)

- Begin with the first line of the form. Click in the first field (Craft ID) twice or type the Craft ID. This entry will be validated using a List of Values from the EWB Labor Codes table. The LOV displays the Craft ID and Description (EWB – Craft ID List).
- To select the appropriate Craft ID either:
  1. Double-click the appropriate Craft ID line or
  2. Highlight the Craft ID information you wish to select, and click on the OK at the bottom of the LOV screen. The selected item will be entered on the Labor folder tab. Also, Equipment Make, Model, OT Factor, and Delay Factor fields will be entered automatically by the EWB System.
- Enter the Labor Init (the first initial of the person performing the work). Press the Tab key to move to the next field.
- Enter the Last Name (the surname) of the person performing the work. Press the Tab key or use the mouse to move to the next field.
- Enter the number of hours worked in the Hours field. Press the Tab key to move to the next field.
- Enter the Labor Regular Rate. Press the Tab key to move to the next field.
- The Surcharge field is automatically generated.
- Enter the number of Overtime Hours in the Overtime Hours field. Press the Tab key to move to the next field.
- Enter the Overtime Rate. Press the Tab key to move to the next field.
- The Overtime Surcharge field is automatically generated.
- Enter the Subsistence Units. Press the Tab key to move to the next field.
- Enter the Subsistence Rate. Press the down arrow key to move to the next record (line) of the form. When you strike the down arrow key, the cursor will be placed at the beginning of the next line, and the EWB System will enter the number of the line and the Amount for the completed line. Also, the Detail Total (of all Labor lines entered) will be calculated and entered in the Detail Total field.
- Continue this process until all lines needed on the Labor folder tab are entered.
- At the end of the last line to be entered, click the Save icon and choose to Save or not.

HOW TO ENTER INFORMATION DESIGNATED AS OTHER

EWB Input – The Other Tab



Extra Work Billing System – EWB Input – Other Tab

General Information

The Other tab is provided for entry of the Other expenses subject to labor markup from the Labor Input form. Contract information will be brought forward from the EWB screen. The Detail Total for this folder tab will be displayed once the data is entered, as well as the Other Markup information. The cursor will be placed in the Description field, which is automatically numbered 54 by the system once, data entry has taken place only one record is allowed per EWB.

- Enter the <u>description</u> of this charge, the only *required* field on this folder tab. Then press the Tab key or use the Mouse to move to the next field. If the maximum number of characters is entered, the cursor will automatically move to the next field.
- Amount or Travel Expenses (Units and Rate) must be entered, **but not both**. A number for Units is required if the Amount is less than 0. A Rate is required if the Units are greater than 0.

- At the end of the last line to be entered, click the Save icon and choose to Save or not.

How to Save an EWB

Once you have entered all information on any folder tab, click the Save icon to save that information. You will see a system message displayed saying, First message ask if you want to save changes IF ‘OK’ is pressed then the “EWB has been saved” will appear. Be sure that you have seen a message that the information is saved, before clicking on, and proceeding to, another tab.

How to Send an EWB

The EWB must be sent in order for Caltrans to review and approve. Once you have entered all information into the EWB, performed any routine checking, and saved it, it is appropriate to send it. If there is someone else (outside Caltrans) who must review the EWB, saving it will keep it in the system for that purpose.

To send the EWB:

- Click on the Send icon (See: How to Save on EWB). Notice that the status field information has changed from *ORANE* (the status for an EWB which is created in Oracle, but not yet sent) to *ORASU* (EWB Pending: New). This status change will place the EWB in the review queue for a Caltrans Resident Engineer to take action.

When the RE, who has the authority to approve this bill for payment, logs on to the EWB System, this EWB will be listed for his review with the Status displayed as New. Once the RE has taken action on the EWB, the Status will change to one of the following:

Description	Status Code
EWB, Pending: Funds	ORAPF
EWB, Pending: CCO	ORAPC
EWB, Pending: Materials	ORAPM
EWB, Pending: Approval	ORAPN
EWB, Pending: Review Complete	ORARC
EWB Rejected by Reviewer	ORARE
EWB Sent to CAS	ORASE
EWB, Pending: New	ORASU

How to Find an Existing EWB

To call up an existing EWB, enter EWB Input from the Caltrans Main Screen. **If you are a contractor**, you will be placed in the EWB input screen directly from the Logon screen. You will not see the Caltrans Main screen.

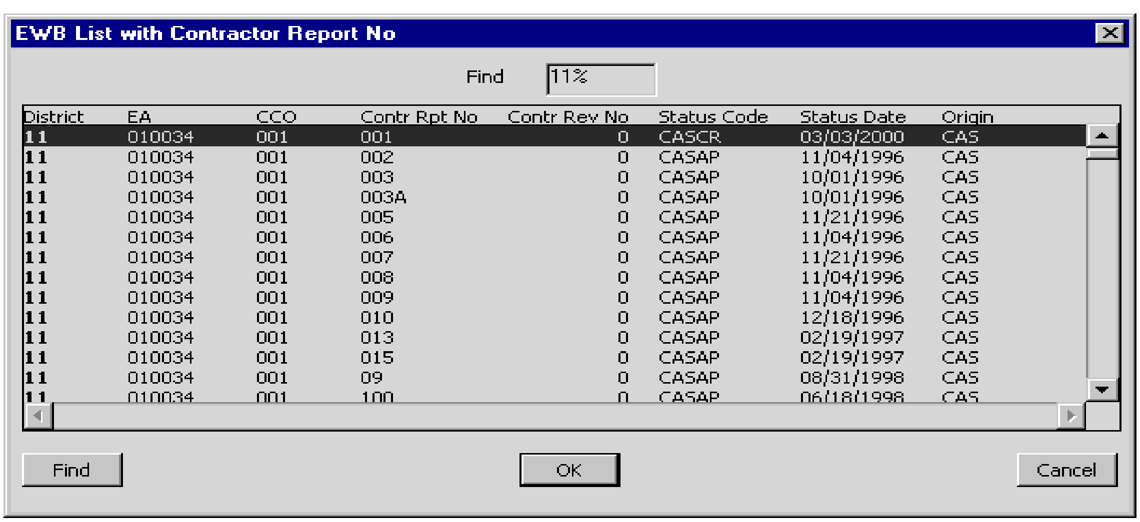
- First, click on the Clear button in the first block of the EWB Input screen. This will clear this block for entering search criteria. Enter Data before using the 'Find' button to help to narrow the search
- Click on the Find button in the first block of the entry form; notice that the mode changes from **Input** to **Query**. The "Find" button will only operate when the user is in Query mode – it will be locked when the user is in INPUT, REVIEW, or UPDATE modes.
- The toggle button beside the Find button will display either **RE** or **Contractor**. When in RE mode, the user can search by "Report No." and "Corr(ection) No." When the button is toggled to Contractor mode, the user searches by "Report No." and "Rev(ision) No."
- The user will be presented with an (LOV) which will show existing EWBs in the database. If the boxes next to the Find button are all clear and you are a contractor, you will be presented with a list of all EWBs on contracts to which you are assigned. If you are a Caltrans employee, you will be presented with a list of all EWBs for the default district displayed. The District defaults to the first contract assigned to the user. You will want to narrow your search as described below.

To narrow your search:

- Enter the District Number in the first blank box next to the Find button, and then click on the Find button. You will be presented with all the EWBs **for that district**.

- If you enter the District Number and the EA Number, you will be presented with a list of all EWBs **for that district and contract number**. Your search will be limited to EWBs related to that district and contract number only. This will shorten the list of EWBs with which you will be presented and will make your search more efficient.

If you wish to see a list of EWBs from which to select, double-click in the first blank field (the first field for which you do not know the information). An example would be you know the district is 11 and the EA is 010034. Complete these two fields and double-click in the CCO field. You will be provided with the following EWB List with Contractor Report No. LOV:



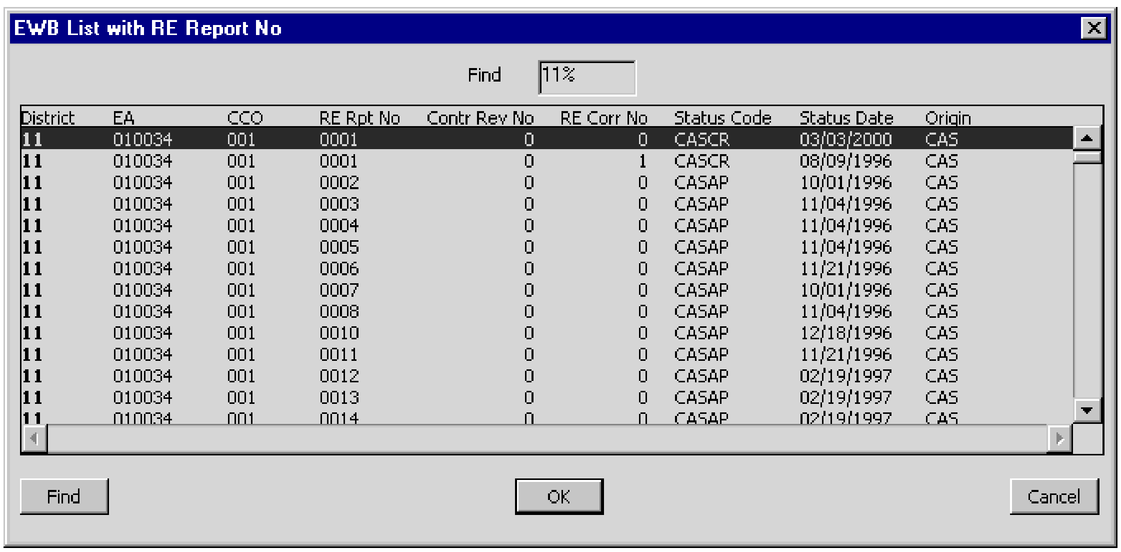
Extra Work Billing System – EWB List with Contractor Report No. (LOV)

There are two ways to select the EWB you want to view.

1. When you see the EWB you want to view displayed on the LOV, double-click this EWB. The system will enter all information into the Entry Screen fields.

2. You may highlight the EWB you want to view on the LOV, then click on the OK button on the LOV screen. The system will enter all information into the EWB Input screen fields.

A second example is the EWB List with RE Report No. screen that would be presented to an RE or Caltrans Administrator who is looking for a specific EWB. The user may make a selection in one of two ways (as described above) when presented with the following screen:



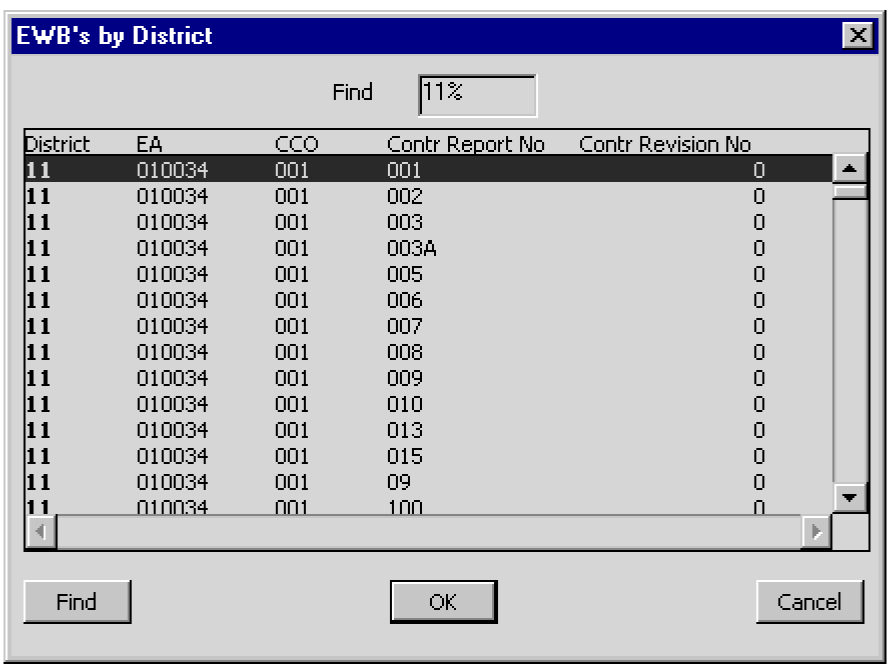
Extra Work Billing System – EWB List with RE Report No. (LOV)

Input Modes

Once you are on the EWB Input screen, you have a choice of three types of actions: Query, Insert or Update existing EWBs. **It is very important that you be in the right "*Mode*" for the actions you wish to perform.**

- **To enter new EWBs:** Click on the New Record button which clears the screen for new input.
- **To be in update mode (for updating or reviewing):** Click the Clear button, which you will find below the Find button in Block One (1) of the screen. The first field will contain the default District Number, which is based on a user's contract assignments. If you wish to see an EWB for a different district, click on the default to highlight it. While it is highlighted, enter the number of the District for the EWB you wish to see displayed. Press the Tab key to move to each subsequent blank field to enter the EA No. (labeled Contract Number), CCO No. and Contract Report No. Then click the Find button. The mode will change to *Query*. The only time the user will see *Query* mode is when executing a Find operation.

An LOV screen will appear listing EWBs based on the parameters defined. Click twice on the one you wish to see, or highlight the one you wish to see and click the OK button on the bottom of the LOV box. You will be returned to the EWB Input screen, and all existing information for the selected EWB will be filled in on the screen.



Extra Work Billing System – EWBs by District (LOV)

How to Update an EWB That Was Created, But Not Sent

When a valid EWB which has NOT BEEN SENT is being displayed, the user can then modify the data or click on another folder tab to modify that information, or view any existing data. Once an EWB has been sent, it cannot be modified. However, it can be revised using the Revise icon. In that case, the system will automatically assign a Revision Number to the EWB.

- Use the Find function (described earlier) to retrieve the EWB.
- All data previously entered will be available for update.
- Use the Tab key or the mouse to navigate to the item to be modified.
- Make revisions.
- Click on the Recalculate button to recalculate the new dollar values.
- Click the Save icon. **Be sure to click the Save icon at each folder tab before proceeding to another folder tab.** Navigating to another folder tab (Equipment, Material, Labor, or Other) using the mouse will prompt a message to save any pending changes.
- Click the Send icon.
- The Status of EWB field will display a code (ORASU) and a message that the EWB is sent in ORACLE.

How to Delete An EWB

- An EWB may be deleted if it has been entered, but not sent. Once an EWB has been sent, it may not be deleted. However, once an EWB has been sent, it may be revised. See below: "How to Revise an EWB Which Was Previously Sent and Rejected."

How to Revise An EWB Which Was Previously Sent and Rejected

- Use the Find function (described earlier) to retrieve the EWB.
- Review the folder tabs with rejections on them to learn where the problem is.
- Consult the reject code table displayed below for clarification, if needed.
- Review any RE notes or comments.
- Click the Revise icon button. (Looks like an Undo button in Windows.) A copy of the original EWB is made, and the revision number is incremented by 1. The system will display the message "EWB Revision number has been incremented for resubmission." Click OK.
- Make any necessary revisions or additions.
- Click on the Recalculate button to recalculate the new dollar values.
- When all revisions or additions are complete, click on the Send button to send the record to the EWB (Oracle) system.
- The Status of EWB field will display a message that the EWB has been sent in ORACLE, and the Revision number will be incremented by one (1).

REJECTION CODE TABLE

LABOR TAB

REJECTION CODE	EXPLANATION
UNWORKER	Unlisted Worker
REGHOURS	Regular Hours Incorrect
OTHOURS	Overtime Hours Incorrect
REGLABOR	Regular Labor Rate Incorrect
OTLABOR	Overtime Labor Rte Incorrect
SUBSIST	Subsistence Incorrect
OTHER	Other (add comments)

EQUIPMENT TAB

REJECTION CODE	EXPLANATION
UNEQUIP	Unlisted Equipment
ATTACH	Incorrect Attachment
EQDAILY	Equipment Not in Daily Record
OTHER	Other (add comments)

MATERIAL TAB

REJECTION CODE	EXPLANATION
MATDAILY	Material Not Reflected in Daily Work Record
UNMATERIAL	Unlisted Material
INVOICE	Missing Invoice Number or Date
OTHER	Other (add comments)

How to Preview and Print an EWB

- Use the Find function (described earlier) to locate the desired EWB.
- Click on the Printer icon to view the EWB or use Reports from the File menu.
- To print the EWB from the Reports menu:
  - Verify the information in the Reports screen and click Preview.
  - The system will call up Adobe Acrobat displayed by Netscape Navigator. (Note: It may only show up on the status bar, which will have to be clicked on to display.)
  - Choose Print in Adobe Acrobat.
  - The Windows Print menu will appear.
    - Enter any further information such as the number of copies desired.
    - Check the printer destination to be sure the printer you want is designated.
    - Click Print.
  - Click out of Adobe Acrobat by clicking the X in the right-hand corner of the window.
  - Click out of the top window of Navigator (Navigator is called to bring up Adobe Acrobat, so you will have **two** Navigator screens open).
  - Other features on the Reports menu:
    - Find – Works the same as on the EWB Input screen
    - Clear – Clears all the data from the Date Range, User Name, and Find fields on the Reports menu only
    - Close – Return you to the screen where you were when you called Reports

    Note: When the Detail Reports is printed by a Caltrans user hidden notes will be included on the report.

How To Check Status On A Previously Sent EWB

- Use the Find function (described earlier) to retrieve the EWB.
- Once the EWB is displayed, read the Status Box on the right-hand side of the screen.
- Alternatively, call up the Reports menu and preview the EWB status report by date, and or contract number, etc.

The Status will be one of the following:

- New – The EWB has been sent, but has not yet been opened for review.
- Pending Complete Review - The EWB has been viewed, but the review has not been completed.
- Pending – CCO – The EWB does not have a valid CCO in the system and is waiting for one to be created in CAS.
- Pending – Funds – There are not sufficient funds remaining on the existing CCO to cover the amount of this EWB.

- Pending – Materials Invoice – This EWB has material items listed, but Caltrans has not yet received copies of the materials invoices from the Contractor.
- RE/Reviewer Rejected – This EWB is being returned to the contractor for correction, for one or more errors.
- Review Completed – An authorized Caltrans user (other than the RE) has reviewed and accepted the EWB.
- RE Approved – The RE authorizes the release of this EWB to CAS for payment.

Status Codes and Descriptions

Status Codes	**Description**	**Type**
CASAP	EWB Approved by CAS for Payment	A
CASCR	***EWB Corrected by CAS***	A
CASHL	EWB Held for Payment by CAS	P
CASRE	EWB Rejected by CAS	R
ORAAP	EWB Approved in Oracle	A
ORANE	EWB Created in Oracle, but not yet Sent	P
ORAPC	EWB Sent in Oracle, Pending: CCO	P
ORAPF	EWB Sent in Oracle, Pending: Funds	P
ORAPM	EWB Sent in Oracle, Pending: Materials	P
ORAPN	EWB Sent in Oracle, Pending: Approval	P
ORARC	EWB Sent in Oracle, Review Complete	P
ORARE	EWB Rejected in Oracle	R
ORASE	EWB Sent to CAS	A
ORASU	EWB Sent in Oracle, New	P

How to View a Previously Sent EWB

- Use the Find function (described above) to retrieve the EWB.
- You may review any information on the EWB.

How to Modify or Add to A Previously Sent EWB

- A user may add to, or modify, a previously sent EWB by making a copy of the EWB, and using the Revise button to create, modify, and send the revised EWB.
- Use the Find function (described earlier) to retrieve the EWB.
- Click on the Revise button to make a duplicate copy of the EWB. This EWB copy will be labeled with a revision number automatically (initially, Revision 1).
- Make any necessary changes or additions to the revised EWB.
- Click on the Recalculate button to recalculate the new dollar values.
- Once all revisions are complete, save the EWB.

- Click on the Send icon to relay the *revised* EWB to the Oracle system for review by a Caltrans Resident Engineer.
- Check the Status block to ensure the EWB status has changed to EWB Sent in Oracle, New.

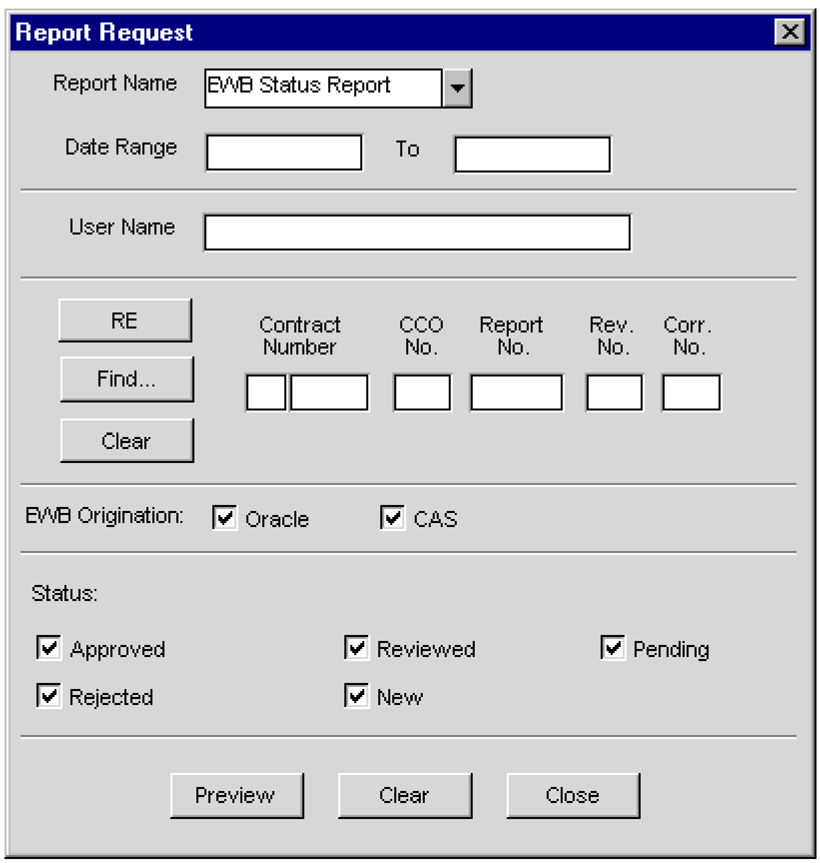
How to Make A Copy of an EWB for Modification and Submission

- It may be useful when creating a new EWB to copy an existing EWB on the same contract. The user can then modify only the information, which is different in the first screen of EWB Input.
- To make a copy, locate the desired EWB to copy using the Find process.
- With the desired EWB on the screen, click on the Copy icon.
- When the copy of the original EWB appears, enter or change the Contractor Report Number and any other fields necessary.
- Proceed, using the EWB input steps as necessary to enter Equipment, Materials, Labor, and Other information.
- Click on the Recalculate button to recalculate the new dollar values.
- When all entry is complete, save the EWB.
- Send the EWB when everything is ready for Caltrans to perform review.

REPORTS

The Extra Work Billing (EWB) System will allow the user to choose from pre-designed reports and view them in a report reader or send them to a printer. Clicking on the Reports option of the drop-down File menu, or clicking the Printer icon in the toolbar will present the user with the Reports window.

From the EWB Reports window, a user has the ability to input or select data items about the type of report to view. If the user enters EWB Approval and requests Reports, the contract number defaults to the first EWB appearing on the Approval Screen. Use the Clear button to remove this number and replace it with the desired contract number to get a report for a different EWB. The button above of the Find button will be labeled either Contractor or RE, depending on the user's role assignment.



Extra Work Billing System – Reports

There are three types of reports:

1. EWB Status Report (This report includes CAS holds.)
2. EWB Detail Report
3. EWB DEWR

If the report name displayed is NOT the one you wish to preview or print, click on the down arrow to the right of the Report Name field. You will be presented with the other choices for a report.

Enter any combination of criteria to receive the desired report. Options are:

- Define the Date Range of the report by entering the beginning date in the first Date Range field using the format MM/DD/YYYY.
- Define the ending date of the range by entering the last day of the range desired using the format MM/DD/YYYY in the field after the word To.
- EWB Origination: Select origination in Oracle by clicking in the Oracle box, or select origination in CAS by clicking in the CAS box, or select origination in Either Oracle or CAS by clicking both.
- There are five possible Status ranks:
    - Approved
    - Reviewed
    - Pending
    - Rejected
    - New

  The user may select any one of these by clicking the box labeled with the selection. Alternatively, the user may select any combination of these by clicking on whichever boxes define the criteria for selection.
- After completing the desired criteria, click on the Preview button to execute the report. To return to the previous screen, click on the Close button at the bottom right of the report screen. To reset the field for another report, click on the Clear button in the center bottom of the screen.

The Find button on the Report Request screen works as the Find button on the EWB Entry screen does. A List of Values (LOV) will be presented. Highlight the selected contract and click OK, or double-click the specific contract information.

How to Request a Report

To get the Report menu:

- Click on the Print icon on the toolbar
- The Reports window will appear

To define the timeframe for the report:

- Enter the Date Range for the report in the format: MM/DD/YYYY

To limit the report to those EWBs associated with your User ID:

- If you are a Contractor, your User ID will automatically appear in the User Name block. For Caltrans employees, completing this field is optional.
- If you are a Caltrans employee and you blank out this block, all EWBs you are allowed to see, with the selection criteria specified, will be displayed.

Limit the report to a particular Contract Number, CCO Number, Contr Report No., and Revision No.:

- Enter Contract Number and CCO Number.
- If a user enters EWB Review and requests reports, the Contract Number defaults to the first EWB appearing on the Approval screen. Use the Clear button to delete this number. Replace the deleted number with the desired contract number to get a report for the EWB whose contract number was entered.

Define the category of EWB to reflect on the report:

- If the report is for EWBs originated in Oracle, be sure the Oracle box is checked.
- If the report is for EWBs originated in CAS, be sure the CAS box is check.
- Both Oracle and CAS may be checked if the report is to cover EWBs originating in either system.

Define the status on the report:

- Define the status of the EWBs you wish to see reported by ensuring that a check is in the box beside that status. The Status requested may be Approved, Reviewed, Pending, Rejected, or New; or it may be any combination of the five.

How to View A Report

View a report:

- Complete the steps required to request a report (see the previous page).
- Click on the Preview button.
  Note: Depending on how you accessed the EWB System, you may see a window displayed, which warns about accepting files from the Internet. If that window is displayed, you must respond to the question in the window and click OK to proceed. Then the report will be displayed.
- The report will be displayed on the screen in Adobe Acrobat.
- A browser window reference will appear in the Status Bar.
- When you exit this screen, you will need to close (X) out the "top" or additional browser window as well. There will be **two (2)** sessions of the browser running because Reports calls an additional session of the browser to get the report. When you "X" out of the "top" browser window, you will see the Report window, which was **behind** the "top" browser window.

How to Print A Report

Print a report once you have called it up to view (as described above):

- Once the report is displayed in Adobe Acrobat, click Print on the Adobe Acrobat screen.
- The Windows Print screen will appear.
- Enter any further information, such as the number of copies desired.
- Check the printer destination to be sure the printer you intend is designated.
- Click Print.
- Click out of Adobe Acrobat by clicking the X in the right-hand corner of the window.
- When you exit this screen, you will need to close (X) out the "top" or additional browser window as well. There will be **two (2)** sessions of the browser running because Reports calls an additional session of the browser to get the report. When you "X" out of the "top" browser window, you will see the Report window, which was **behind** the "top" browser window.

Note: When the Detail Report is printed by a Caltrans user hidden notes will be included on the report.

RESIDENT ENGINEER ACTIONS

The EWB Approval function has one screen: the EWB Review screen. To get to the EWB Review screen, choose *EWB Approval* from the Main Menu. On this screen, REs will Approve or Reject EWBs sent by Caltrans Construction Contractors. (Note: REs only see contract they are assigned to.)

From this screen, REs, or their designates, select a specific EWB to review. As part of the review process, particular lines may be rejected on the Equipment, Material, Labor, or Other screens. Then, the reviewer will return to this screen to designate the status of the EWB, and to add "Reviewer" comments if desired. The RE, or designate, may choose to Approve, Reject, or designate as Pending, any EWB displayed. Approval or rejection may be on a line-by-line basis on any of the EWB Input screens.

Characteristics of the EWB Review screen:

- Only EWBs with a *Status of Sent or Pending* will be displayed on the screen.
- Only users with RE/RE Authority Role may designate EWBs as Pending, Rejected, or Approved.
- Users with EWB Review authority may review EWBs, but may not designate the EWB as Pending, Rejected, or Approved.
- In order for an EWB user to have rights to View, Review, or Report on EWBs associated with that contract, access must be given by the RE responsible for the contract..
- Approved EWBs will be sent to CAS.
- Only three fields allow input: Status, RE Report No., and Reviewer Notes. Other fields are grayed out. Information in these fields is provided by the system.
- When no EWBs are awaiting review or approval, you will see the message displayed, "There are no EWBs for review."

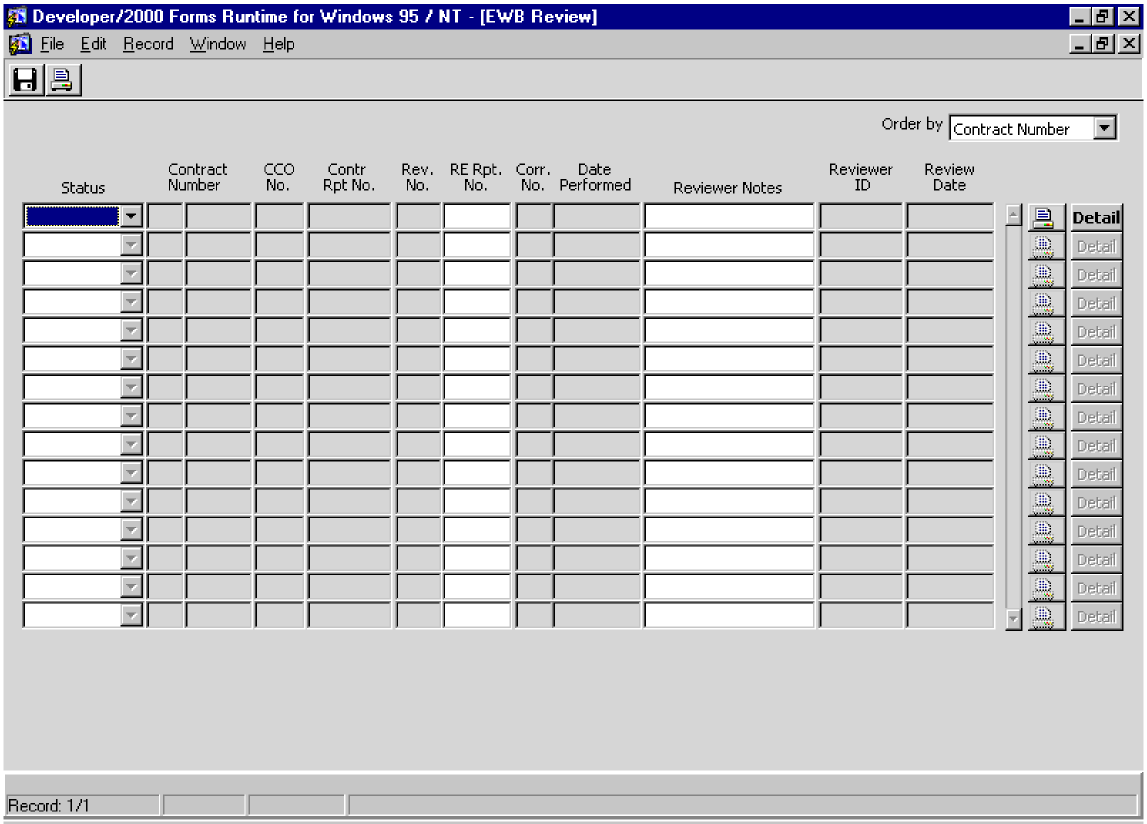
HOW TO DEFINE THE SORT ORDER OF EWBs ON THE EWB REVIEW SCREEN

There are only two icons appearing on this screen, which are the Save and Print icons in the upper left-hand corner. On the right-hand side of the screen, below the Minimize/Maximize/Close buttons, there is an *Order by* field. Click on the down arrow to the right of the field to choose to sort the information on the screen by the following components:

Sort Selection	Appearance of Results
Contract	• Sort the listed EWB information to order the display lines by Contract Number, Performed Date, CCO No., and RE Report Number.
Date Performed	• Sort the listed EWB information to order the display lines by Performed Date oldest to newest, Contract Number, CCO No., and RE Report Number.
Reviewer ID	• Sort the listed EWB information to order the display lines by Reviewer ID displayed alphabetically.
Review Date	• Sort the listed EWB information to order the display lines by the Review Date oldest to newest.
Status	• The Status will be New, Pending, or Review Complete. The sorted information will display: Status Code, Date Performed, Contract Number, CCO No., and RE Report Number.
Total Amount	• Sort the listed EWB information to order the display lines by the Total Amount of the EWB.

Requirements of the EWB Review Screen are:

- "Display Only" fields are: Contract Number, CCO No., Contr(actor) Report No., Rev(ision) No., Corr(ection) No., Date Performed, Reviewer ID, and Review Date.
- RE Report Numbers must be four (4) digits in length. They are automatically assigned or the RE can change it.
- Reviewer Notes is a Free-Form Field.



Extra Work Billing System – EWB Review and Approval Screen

Requirements of the EWB Review screen:

- “Display only” fields: RE Report Correction No., Contract Number, CCO NO., Contractor Report Number, Contractor Revision Number, and Date Performed
- RE Report Numbers must be 4 digits in length.
- RE Comments is a free form field. This is a REQUIRED field if the EWB is rejected.

How to Select an EWB and Review Its Details

The RE, or designated Reviewer, will handle the review of Daily Diaries or other information associated with the EWB. If the user clicks the Detail button at the far right-hand end of the line, the EWB selected will be displayed. The user may review and perform tasks related to any of the five EWB screens from this point (EWB, Equipment, Materials, Labor, and Other).

- Place the cursor on the line that provides information about the EWB you wish to review. The Detail button will now be **bold.**
- Click on the Detail button at the right end of the line where your cursor is located to see more information.
- The EWB input screen will appear with details about the selected EWB.

- Click on each of the folder tabs (Equipment, Material, Labor, and Other) and review the information on that tab.
- RE or RE Authority, wants to look at an EWB which is Pending or New (which is not assigned to him or her), he or she must look at it by going to the EWB Entry Screen and executing a *Query* (Find) action.

Changing The Status of an EWB

Once the above tasks have been completed, you may change the status of an EWB by clicking the down arrow at the right-hand side of the Status field, highlighting the appropriate choice, and clicking it. The description of each Status appears in the table below.

Status	Description
New	This indicates the EWB has been sent by the Contractor, but not yet opened for review by the Caltrans.
Pending Approval	This indicates the EWB is pending approval by Caltrans. The EWB may have been reviewed, but there are open questions, information is missing, or the reviewer does not have the authority of approval. In the last case, the authorized approver must execute the approval action on the EWB.
Pending CCO	This indicates that the EWB does not have a valid CCO in the system and is waiting for one to be created in CAS.
Pending Funds	This indicates that there are not sufficient funds remaining on the existing CCO to pay the EWB.
Pending Materials	This indicates that Material items are listed, but Caltrans has not yet received copies of the materials invoices from the Contractor.
Rejected	This indicates that the EWB is rejected. The EWB Input Entry Screen will have the rejection block completed. The specific line of an entry screen (Equipment, Material, Labor, or Other) where the rejection is in effect will have a checkmark in the rejection box at the right-hand end of the line. There may be more than one item rejected. The status of the EWB will state ORARE meaning Rejected in Oracle. The Contractor will have to correct the rejected items and send the bill using the resubmission process that will automatically number the EWB with the appropriate revision number.
Approved	This indicates the EWB was approved for payment by the Caltrans Resident Engineer and has been relayed to the CAS system for payment.
Review Complete	This indicates that an authorized Caltrans user (other than an RE) has completed their review of the EWB and accepted it. The RE must now take action.

Check to verify the action you intended is reflected in the Status field.

- You may accept the RE Report Number displayed by the system or you may replace the system-generated one by highlighting it and typing over it.
- Save all work by clicking on the Save icon or by clicking on the File Command, highlighting Save, and clicking. Confirm the request to Save by clicking Yes.

- If you desire a hard copy of the EWB, click the Printer icon at the right-hand end of the line, the Report menu will be displayed. Then, the user may view or print a report of the EWB.

- Choose an icon at the bottom of the screen to move to another EWB System screen (which was minimized earlier) or click the X at the top of the screen to close the EWB Approval screen.
- Remember to click out of any open EWB screens whose names are displayed in the status bar and out of the browser as well, if you are finished with all EWB tasks.

How to Approve an EWB

- On the EWB Review Screen, place the cursor on the line that provides information about the EWB that you wish to review. The Detail Button on the right side of the screen will now be bold.
- Click on the Detail Button
- The EWB Input screen will appear with the details about the selected EWB.
- If all the data on the EWB Input screen is correct, click on the Equipment Tab.
- If there is data on the Equipment Tab and it is correct, click on the Materials Tab.
- If there is data on the Materials Tab and it is correct, click on the Labor Tab.
- If there is data on the Labor Tab and it is correct, click on the Other Tab.
- If there is data on the Other Tab and it is correct, close the screens by clicking on the X in the upper right hand corner of each screen until you return to the EWB Review Screen.
- On the EWB Review screen the RE Report number field is a *required* field. If the RE does not change the report number, a number generated by the program will be used. The Reviewer may make notes, in the Reviewer Notes field, for his/her information or for the information of others who will be reviewing the EWB. To provide space for input of the notes, place the cursor in the Reviewer's Notes field and double click.
- The final step in approval is to change the status of the EWB. This is the field on the far left of the screen. Make sure you are on the correct line for the EWB you want to approve. Click the down arrow to the right of the status field. Highlight the status of "Approved" with your cursor and click on it. The status field will change to Approved. Now save your changes for this EWB. Once the system has saved the changes, the EWB will disappear from the EWB Review screen.

How to Reject and Add Comments to the EWB

- On the EWB Review screen, place the cursor on the line that provides information about the EWB that you wish to review. The Detail Button will now be **bold.**

- Click on the Detail button at the right end of the line where your cursor is located to see more information.
- The EWB input screen will appear with details about the selected EWB. The first tab that appears is the EWB tab. If there is any incorrect data in any of the fields on this tab, click in the box in the lower left corner of the screen labeled Reject Record and a check should appear in the box. You will then be presented with a list of rejection codes. Choose the appropriate code from the list by highlighting and clicking. The next field, Rejection Comments is optional. It is recommended that if you chose Other from the reject code list that you include a detailed comment clarification.
- One by one, click on each of the folder tabs (Equipment, Material, Labor, and Other) and review the information on that tab. (Hint: on the EWB tab, you can view the totals of each of the other tabs in the lower right corner. This will help you determine which tabs have line items for review.) On each tab, if there are any items that should be rejected, click on the Reject Box at the right-hand end of the line you are rejecting. A checkmark should appear in the box. Once you have checked the box, you will then be presented with a list of rejection codes. Choose the appropriate code from the list by highlighting and clicking. The next field, Rejection Comments is optional. It is recommended that if you chose Other from the reject code list that you include a detailed comment clarification.
- If you decide not to reject the line, go back to the box at the end of the line, click once more, and the checkmark will disappear.
- At each folder tab, be sure to *save* your work before proceeding to another folder tab.
- To return to the RE screen, close the EWB, Equipment, Material, Labor, or Other screen after viewing the *detail* of an EWB by clicking on the X in the upper right-hand corner of the window.
- On the EWB Review screen, enter a Report Number in the RE Report Number field. This is a *required* field. If the RE does not enter a report number, one will be entered by the system before the screen is saved. The Reviewer may make notes, in the Reviewer's Notes field, for his/her information or for the information of others who will be reviewing the EWB. To provide space for input of the notes, or to see a complete display of the reviewer's notes, place the cursor in the Reviewer's Notes field and double-click.
- The final step in rejection is to change the status of the EWB. This is the field on the far left of the screen. Make sure you are on the correct line for the EWB you want to reject. Click the down arrow to the right of the status field. Highlight the status of Rejected with your cursor and click. The Status field will change to rejected. Now save your changes for this EWB. Once the system has saved the changes, the EWB will disappear from the EWB Review screen.

How to Approve a Revised EWB

- Any EWB that appears on the EWB Review screen with a revision number greater than zero has been revised. If you intend to review a revised EWB, there are only minor differences from reviewing an original.
- Place the cursor on the line that provides information about the EWB that you wish to review. The Detail button will now be **bold.** Click on the Detail button at the right end of the line where your cursor is located to see more information.
- Check each tab of the EWB to identify your previously rejected line items. Examine the revised line and if it is now correct, remove the checkmark from the associated box by simply clicking once in the box. This should both eliminate the checkmark as well as the rejection code and any comments you had previously made.
- Once all revised items have been reviewed and rejection checkmarks have been eliminated, you can return to the RE screen. Close the EWB by clicking on the X in the upper right-hand corner of the window.
- The final step in approving a revised EWB is to change the status of the EWB. This is the field on the far left of the screen. Make sure you are on the correct line for the EWB you want to approve. Click the down arrow to the right of the Status field. Highlight the status of Approved with your cursor a click. The Status field will change to Approved. Now save your changes for this EWB. Once the system has saved the changes, the EWB will disappear from the EWB Review screen.

How to Preview a Detailed Report of the Entire EWB and Send to Adobe Acrobat for Printing

- Click on the Printer icon, to the right of the screen, on the line where the contract information for the EWB that you wish to print is displayed.
- A screen will appear, indicating actions are taking place. Adobe Acrobat reader will be called up to display the requested information.
- Review the information on the screen to be sure it is the EWB that you wish to print.
- Click on the Printer icon.
- You will see the typical Windows Print menu page displayed.
- Click the OK button on the Windows Print menu to send the report to the printer.
- Close Adobe Acrobat by clicking the X in the right-hand corner of the window.
- Close the top window of Navigator. (Navigator is called to bring up Adobe Acrobat, so you will have **two** Navigator screens open.)
- Choose an icon at the bottom of the screen to move to another EWB System screen, or click the X at the top of the screen to exit the RE Approval screen.
- Remember to close any open screens whose names are displayed in the Status Bar, and out of the browser as well, if you are finished with all EWB tasks.

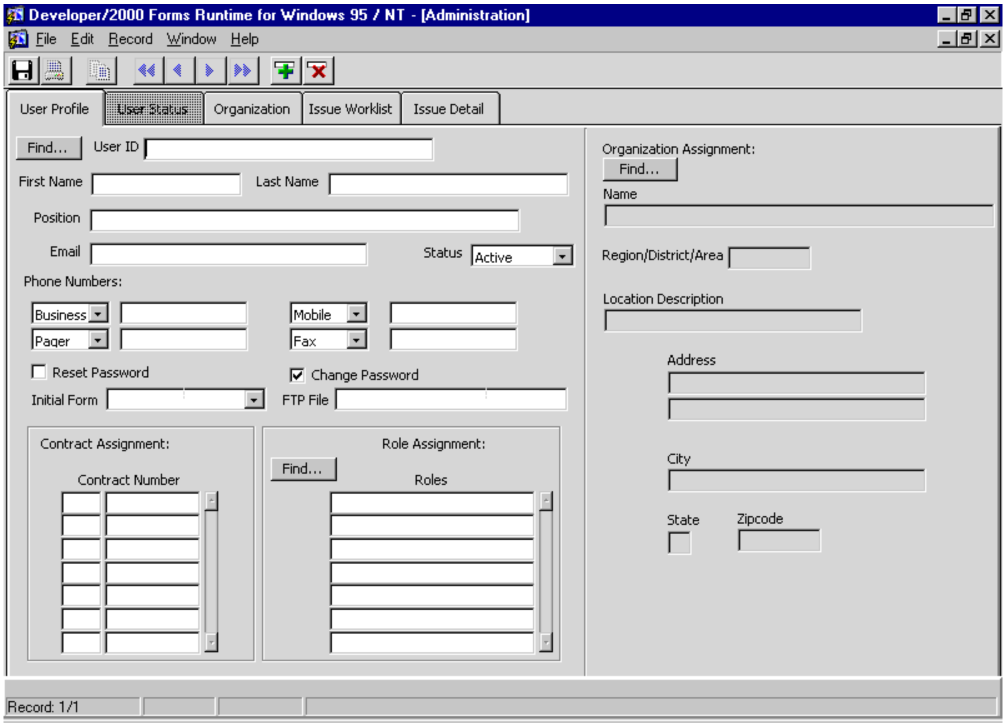
NOTE:
Once the user has completed any required tasks in the EWB Review and Approval Screen, click on the Save icon to Save the completed tasks. Then click the X in the upper right-hand screen corner to leave the screen. The user will be presented with the EWB Main menu from which he or she may select EWB Input, Administration, Reports, or Help Desk.

ADMINISTRATION

The Administration component of the EWB System allows system access to be managed and provides for reporting and retrieval of system issues. Here, accounts are created, updated, or deleted. This is accomplished by the creation, modification, or deletion of a profile for each user. Contracts are assigned to users to provide them with authority to take specific defined actions in relation to the assigned contracts, based on their role in the EWB System. (Roles are discussed later in this section.)

System issues may be:
- Reported
- Viewed
- Checked for status
- Researched
- Acted upon

There are five folder tabs for the Administrator's use:
- User Profile – For creating user accounts
- User Status – (Note: This tab has been disabled until a future release.)
- Organization – For entering *NEW* locations
- Issue Worklist – For displaying open issues
- Issue Detail – Provides detail on any issue and allows assignment for resolution



Extra Work Billing System – Administration – User Profile Folder Tab

THE USER PROFILE FOLDER TAB

General Information

When an administrator enters the User Profile Folder Tab screen, the cursor will be in the User ID field, and the user will be in *Insert Mode*. There are two main blocks on this folder tab: the User ID block and the Organization Assignment block. Within the User ID block, there are two additional subordinate blocks: Contract Assignment and Role Assignment.

Required fields on the User Profile screen:

- User ID
- First Name
- Last Name
- Status – Defaults to Active

Other Fields and their defaults, when applicable, are:

Field	Description/Default (if applicable)
Position	Defines the job assignment of a system user
E-mail	Defines the person's e-mail address
Drop-down Phone Type List	Phone types: Business, Pager, Fax, and Mobile
Change Password Checkbox	The default is checked (Y).
Reset Password Checkbox	The default is unchecked (N).
Initial Form	Defines what screen is presented to the user upon login. (Example: EWB Entry for contractors, Caltrans Main screen for Caltrans staff).
FTP File	Defined for the FTP process by Caltrans if the user sends electronic EWBs by way of the FTP Secure Server
Contract Assignment	Defines the contract numbers that the user can access
Role Assignment	Defines the user's role

Role Assignments

The following role assignments are possible in the EWB System. They provide the privileges listed here. For , only one role is allowed per user.

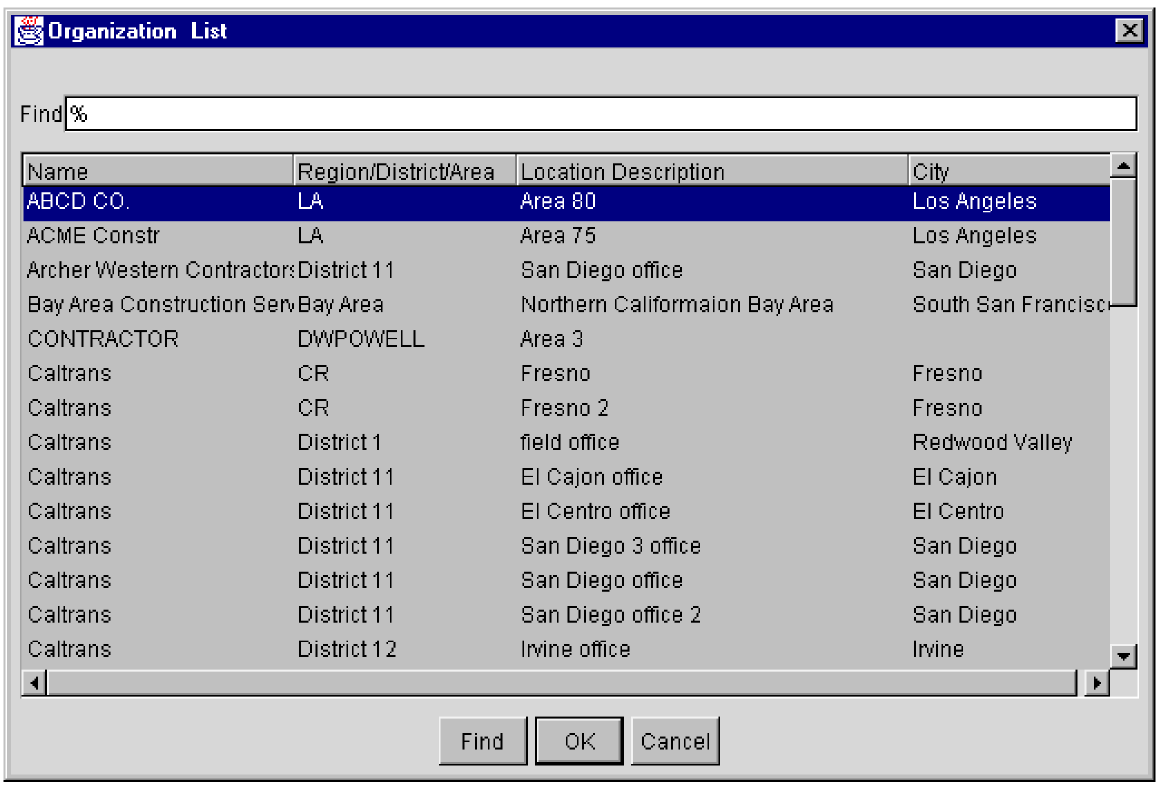
ROLE	ACTIONS ALLOWED
EWB Entry	View, Create, and Save EWBs
Contractor	View, Create, Save, and Send EWBs
EWB Review	View, Create, Save, Send, Review, and Reject EWBs (All actions except Approve.)
RE/RE Authority	View, Create, Save, Send, Review, Reject, and Approve EWBs
Administrator, District	View, Create, Save, Send, Review, Reject, and Administer (All actions except Approve.)
Administrator, HQ (Headquarters)	View, Create, Save, Send, Review, Reject, Approve, and Administer
Staff	View (Read only)

HOW TO ADD A NEW EWB SYSTEM USER

NOTE: For EWB Release 1.0, new users will be added by the EWB HQ Help Desk. For EWB Release 1.1, District Administrators will be adding new users.

First, Verify That The User's Location Is In The EWB System

1. Before you begin the data entry to add a new user to the system, click on the Find key located under the Organization Assignment label in the right-hand block of the screen to verify that the location of the user exists in the system. A drop-down list will appear that shows all locations currently recorded in the system. If the location of the user you wish to add is on this list, cancel the list and proceed with the creation of the user account as described below.



Extra Work Billing System – Organization Assignment (LOV)

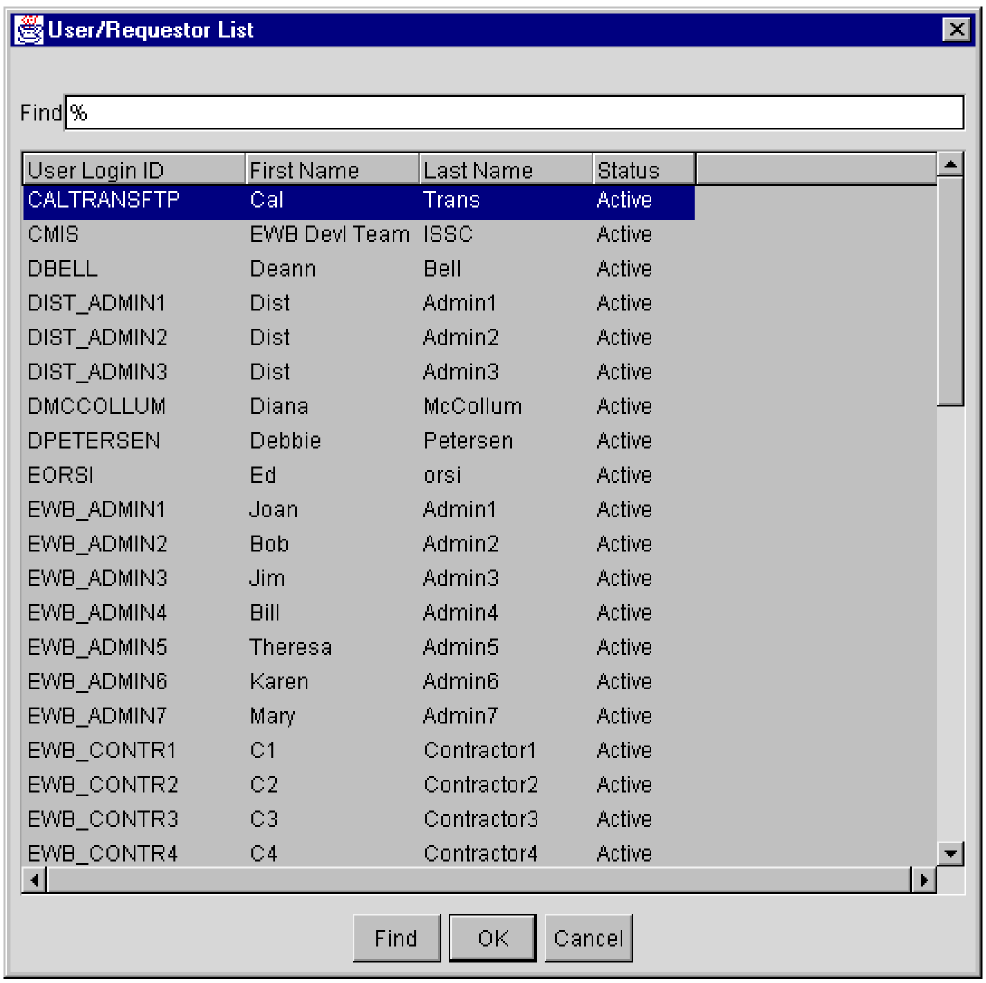
2. If the location of the user for whom you want to create an account is not on this list, click on the Organization folder tab, and enter the location that needs to be added by

3. Follow the steps in the section labeled "The Organization folder tab screen," which appears on page 64.
4. Once the location is in the system, proceed to the following process to verify that the user does not have an account.

Second, Verify the User Does Not Have an EWB Account

1. First, to verify that an account for that user does NOT already exist, click the Find button, which appears directly under the User Profile folder tab. You will be presented with a list of users who have accounts on the system.

   If the person you intended to add is on the list that drops down, there is already an account for that person; no account needs to be created. If revisions need to be made, see the section below titled ***How To Edit A User's Account Information.***

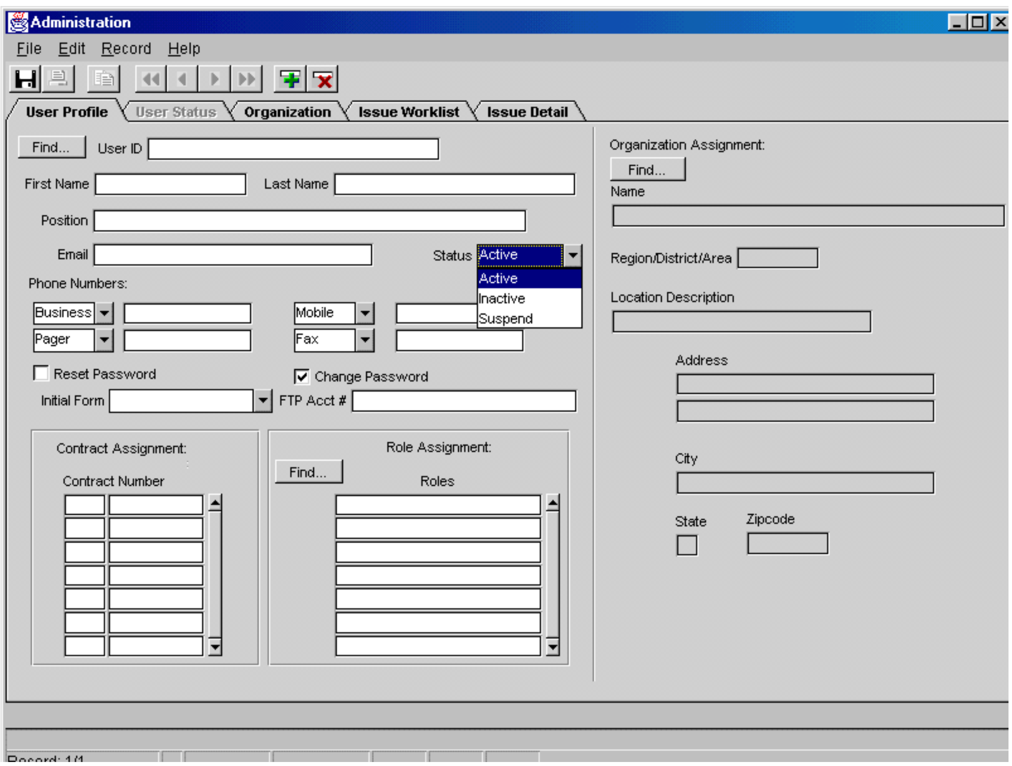


Extra Work Billing System – User/Requestor List (LOV)

Add The User by This Process

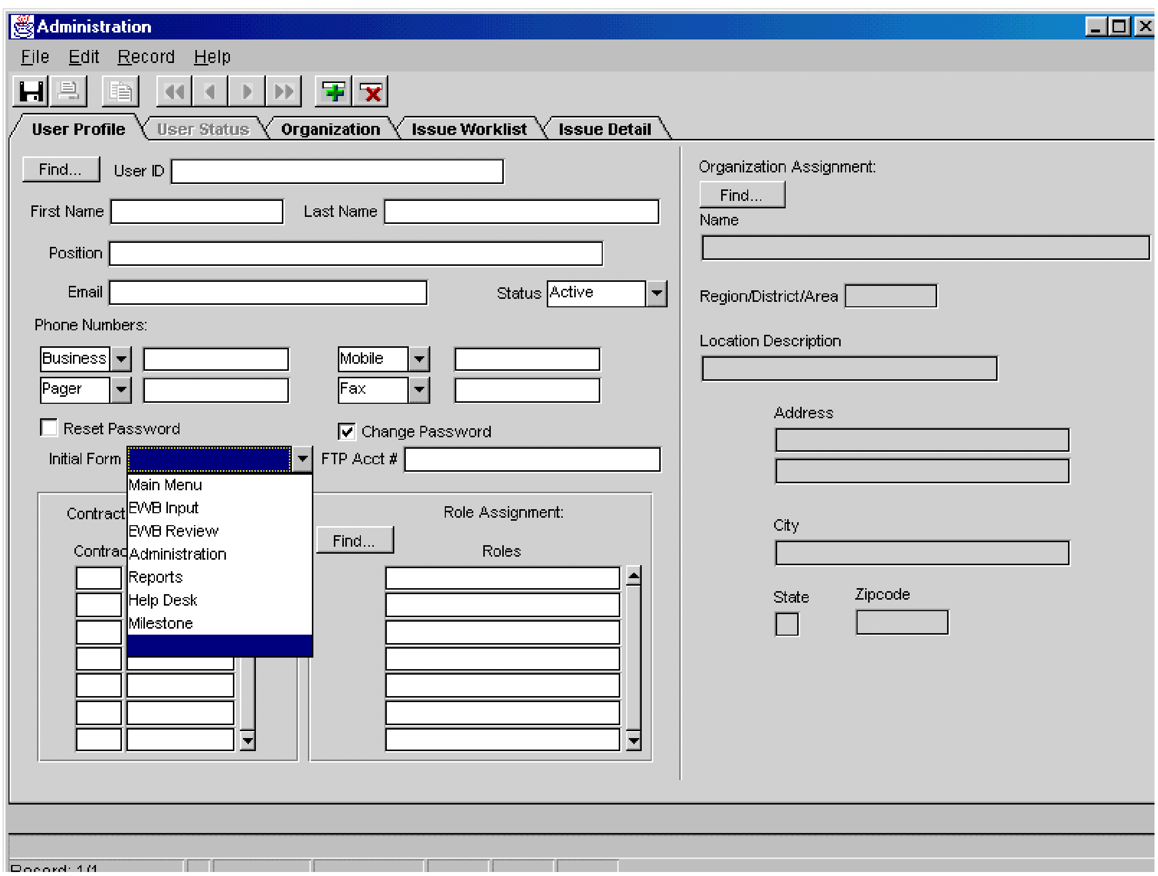
- Click the green plus sign to add the new user or place the cursor in the User ID field by using the mouse.
- Complete all the information related to the user (owner) of the account, using the Tab key or the mouse to move along from field to field.
- Enter the First Name and press the Tab key to move to the next field.
- Enter the Last Name and press the Tab key to move to the next field.
- Enter the person's Position (job title) and press the Tab key to move to the next field.
- Enter the person's e-mail address and press the Tab key to move to the next field.
- Click on the down arrow on the right-hand side of the field. The following status options will be displayed:
    - Active – An account which is available to the user for actions.
    - Inactive – An account which, temporarily, is not being used.
    - Suspend – An account, which is essentially closed and not expected to be made active again.

  Click on the appropriate status, and it will be displayed in the field.



Extra Work Billing System – Administration – User Profile Folder Tab Showing Status Drop-Down List (LOV)

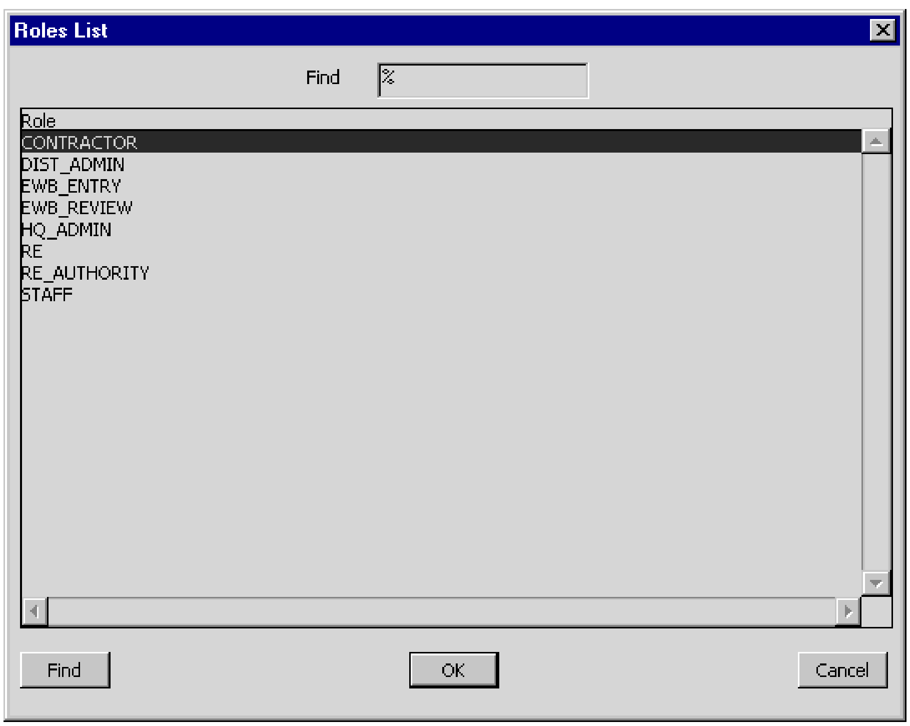
- The four boxes for phone numbers may be ordered to suit the user. To change the order, click on the down arrow, highlight the choice you wish, and click. Enter the phone numbers by typing **ONLY** the numbers—no punctuation, such as parentheses or dashes, is needed.
- Reset Password should *not* be checked. This option is used when it is necessary to reset a password because a user has forgotten it. See instructions below for this process.
- The Change Password box should have a checkmark only if the user is going to be entering the system to set a new password because he has forgotten his old password. Click to select or deselect this option.
- The initial form a user will see upon login may be selected by clicking on the down arrow to the right of the Initial Form box. **For all Contractor's accounts, the Initial Form should be EWB Entry. This is the only choice that will be allowed to contractors. Caltrans users will be presented with the EWB Main screen. Select Main Screen for all Caltrans staff. Administrators may choose to have the Administrative screen be the initial screen for them.**



- FTP Acct field is the spot for the account name used by a contractor who sends EWBs in an electronic file to the FTP secure server. This is the account name required by the server. If a contractor is not using FTP, no information is required here. The Headquarters Help Desk will enter this account name after it is received from the FTP Certification Team.

- There are two side-by-side blocks at the bottom of the left-hand half of the screen. One is for Contract Assignment information, and one is for Role Assignment information. Use these in the following manner:
- Enter the district and contract number in the first two fields on the first line of the Contract Number block.
- Click on the Find button in the Role Assignment block and select the appropriate role from the list in the usual manner. Another method is to type in the role. If the role is misspelled or not a valid role, the drop-down list will be displayed and you may select it by highlighting and clicking on it. The role selected will be placed in the Roles block.

> Note: *You may assign only one role to a user*. This will be that person's role for every contract to which he/she is allowed access. If you choose RE as the role for the user whose account you are creating, the user will have RE privileges for every contract number which is entered in the Contract Number block.



Extra Work Billing System – Roles List (LOV)

- Now that you have completed the major left-hand block of the User Profile screen, it is time to add the Organization Assignment information.
- Click on the Find button at the top of the Organization Assignment block.

- A list of all the Locations currently in the system will be displayed. Since you already verified that the user's location is in the system, simply double-click on the appropriate location. The information will be displayed by the system in the Organization Assignment block of the User Profile screen.
- Save the account information by clicking the Save icon or by clicking the File command, highlighting Save, and clicking.
- Click Yes in response to the system message, "Do you wish to save changes?"
- You may close the screen by clicking the X in the upper right-hand corner of the screen.

How To Edit User Account Information

- First, to locate the account for a user, click the Find button, which appears directly under the User Profile folder tab. You will be presented with a list of users who have accounts on the system.
- Select the account by double clicking on the user account information or by highlighting the information and clicking on the OK button at the bottom of the LOV screen. Then proceed to verify information or make changes as necessary.
- When you have made any desired changes save this account information by clicking the Save icon or by clicking the File command, highlighting Save, and clicking.
- Click Yes in response to the system message, "Do you wish to save changes?"
- You may close the screen by clicking X in the upper right-hand corner of the screen.

HOW TO SET THE PASSWORD WHEN A USER HAS FORGOTTEN IT

- Locate the information for the appropriate user account by using the Find operation. Highlight the appropriate account information and click on it to see the detail. Confirm you have the correct account information.
- Move the cursor to the Change Password field.
- This box should be empty. If it has a checkmark in it, click on this box to uncheck this option.
- Click the Reset Password box. Once the change is saved, the system will change the password to Oracle.
- Instruct the user to log on using Oracle as the password. Once the user logs on, he will be *prompted and required* to change his password.

HOW TO CHANGE THE ROLES ASSIGNED TO A USER

Sometimes, it may be necessary to change the roles assigned to a user for a particular contract. Here are the steps to do this:

- Go to the User Profile folder tab.
- Locate the information about the user whose privileges you wish to change by clicking the Find key.

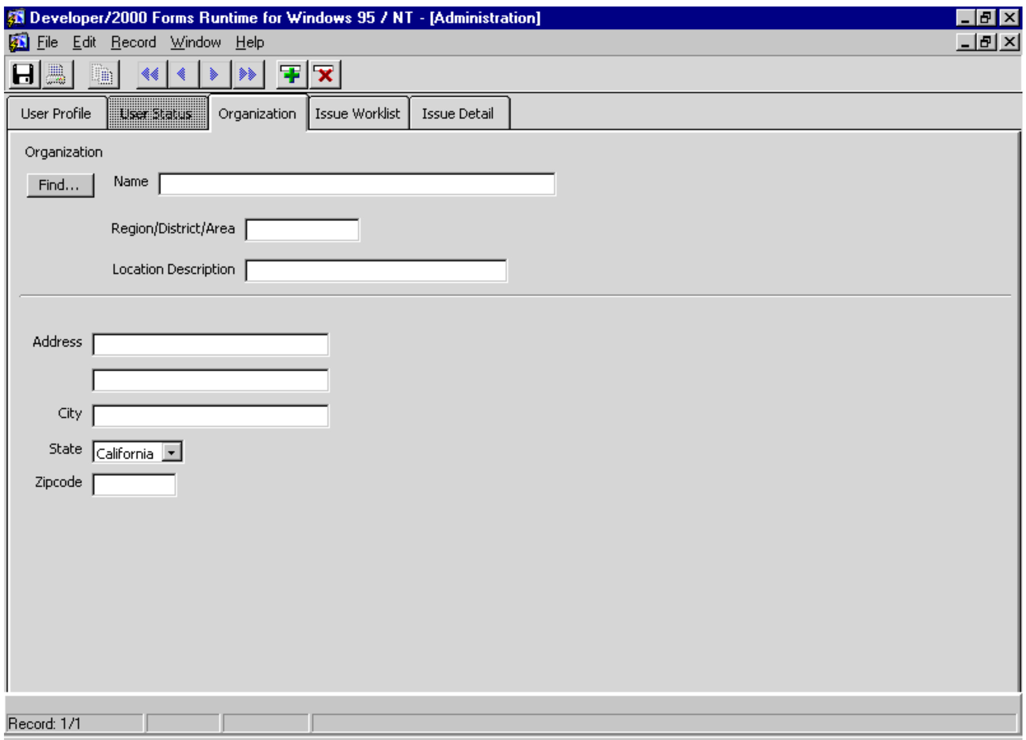
- When the List of Users appears, highlight the one for which you wish to change the roles, and double click. Or highlight the one for which you wish to change the roles, and click the OK button at the bottom of the list (LOV) screen.
- Check to be sure that the User Profile now displayed is the one you wish to change.
- Revoke all current privileges by deleting the Contract Numbers and the Role assigned in the Contract Assignment and Role Assignment blocks. Do this by highlighting the information in each block (Contract Numbers and Role), one block at a time, and clicking the red X Delete icon on the toolbar or by highlighting the Role and clicking the Record command at the top of the screen, then highlighting Remove and clicking.
- Once all deletions are made, s*ave* this screen by clicking on the Save icon or by clicking the File Command and the Save option from the drop-down list.
- Now, place your cursor in the first field of the Contract Assignment block. Enter the District and Contract Number in the first two blank fields on the first line of the Contract Number block.
- Tab to the Role Assignment block, and enter the role. To have the role filled in, place your cursor in the first row of the Roles block. Double-click and the Role options will be displayed. Highlight the one you wish to select, and click on it. Continue moving down the empty rows of the Contract Assignment block, filling in information about any additional Contracts that the user will now be allowed to access.
- Once all Contract entries are made, Save this screen by clicking on the Save icon or by clicking the File Command and the Save option from the drop-down list.
- Click X in the upper right-hand corner of the screen to close the Administration screen of the EWB system.

THE ORGANIZATION FOLDER TAB SCREEN

General Information

The Organization folder tab is comprised of two blocks:

1. The Organization Assignment block is comprised of the Name field, Region/District/Area field, and the Location Description boxes.
2. The Address block is comprised of the Street Address with room for additional information such as suite number, P. O. Box or other information, the city, the state (defaults to California) and the Zip code.



Extra Work Billing System – Administration - User Organization Folder Tab

The information on the User Organization folder tab defines the location where a user is assigned for work responsibilities. This information is entered in the system as a module separate from any other Administration folder tab. The User Profile screen uses this information and may be called by clicking the Find button in the Organization Assignment block of that screen. By this method, the location may be selected with a few clicks, so it does not have to be entered again. Each field of information is displayed in the Organization Assignment block on the right-hand side of the User Profile screen.

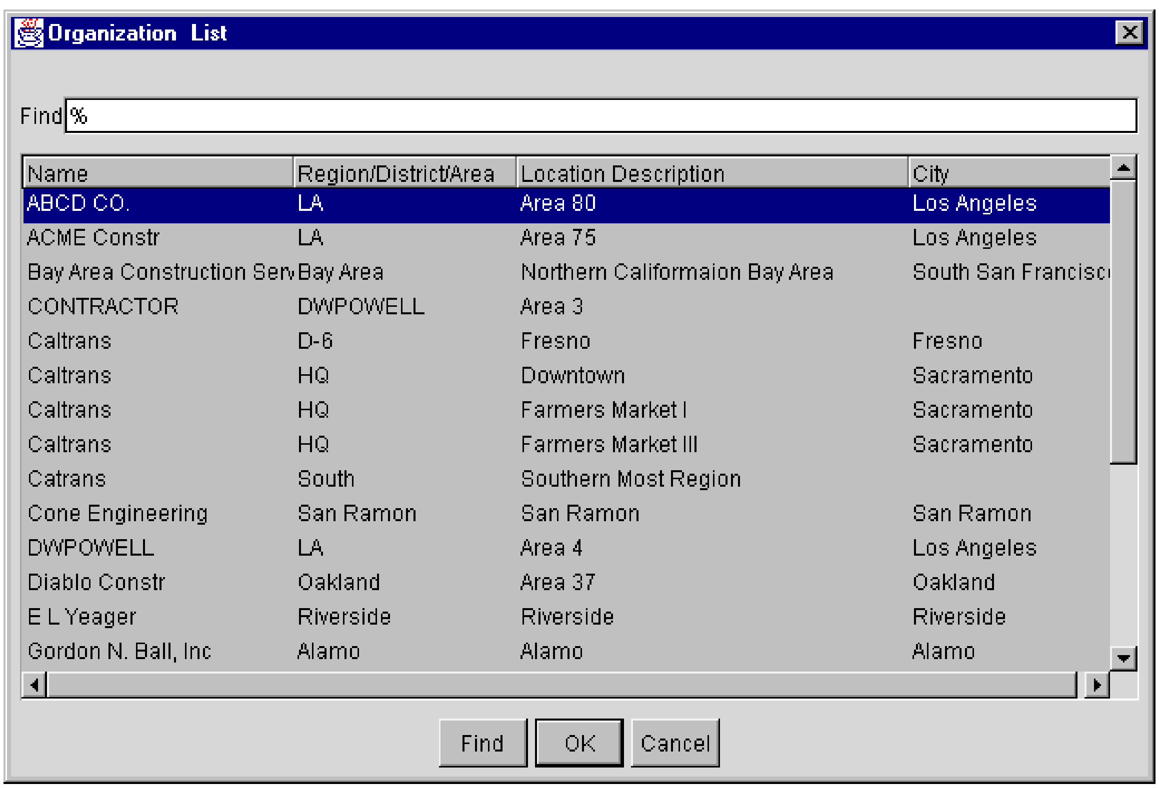
Field Characteristics on the Organization folder tab:

The following characteristics are defined for the fields on this folder tab:

- Name is a *required* field.
- Region/District/Area is a *required* field. In the case of Caltrans staff, this information would be the Caltrans district. For Contractors, use the first two digits of the contract number (this is the District designation).
- Location Description is a *required* field.
- Address
- City
- State – Defaults to California (CA)
- Zip Code

HOW TO ENTER INFORMATION TO SET UP A NEW LOCATION

Enter the Administration module by selecting it from the Main menu. Move to the Organization folder tab screen by clicking on that folder tab. Click the Find button, and see if the location you wish to add is already on the List of Values. If the location is listed, double-click the name to bring it into the Name field. Validate that the rest of the information is correct. If it is, there is no need to go further. The location is already in the system. If the location is not on the drop-down list, take the following steps to add it to the list of locations:



Extra Work Billing System – Organization List (LOV)

- Click on the green plus toolbar icon.
- Enter the Name of the location in the Name field.
- Use the Tab key to move to the District/Region/Area field. This is a *required* field. For Caltrans, enter your District. You will not be allowed to progress to any subsequent field in the form if no information is entered here. Contractors should enter the first two digits of their contract number. (Example: for 01 345897 enter 01)
- In the Location Description field, enter the description of the location. This may be information such as Regional Office, Field Office, job site, a specific location name for a contractor location, or other information.
- Now, use the Tab key to move to the second block on the screen. Enter the address beginning with the first blank line. If there is only one line to the address, be sure to use the Tab key twice to move past the second address line to the City field before entering the city. Use the Tab key again to move to the State line. If the location is in California, tab directly to the Zip Code line and enter the Zip code.
- If the location is not in California, click on the down arrow beside the State field to get a selection list of other states. Click on the appropriate state name to bring that information into the state field.
- Naming Conventions - For consistency, please use the abbreviations listed below:
  - District – DXX where XX is the number of the district, preceded by 0 if one digit
  - North, South, East, West – Spelled out in full
  - Street – St
  - Avenue – Ave
  - Boulevard – Blvd
  - Drive – Dr
  - Road – Rd
  - Highway – Hwy
  - Parkway – Pkwy
  - Place – Pl
  - Post Office Box – PO Box
  - Suite – Ste
  - Lane – Ln
- Once you have completed all entries, *save* this screen by clicking on the Save icon or clicking on the File command, and then highlighting and clicking the Save option on that drop-down menu. The new Location will be in the system and will appear as an option when one clicks the Find button either on the Organization folder tab or the Find button in the Organization Assignment section of the User Profile folder tab.
- To enter the next new location, click on the green plus icon and enter the new location following the same process.

THE USER STATUS FOLDER TAB - This tab has been disabled until future release.

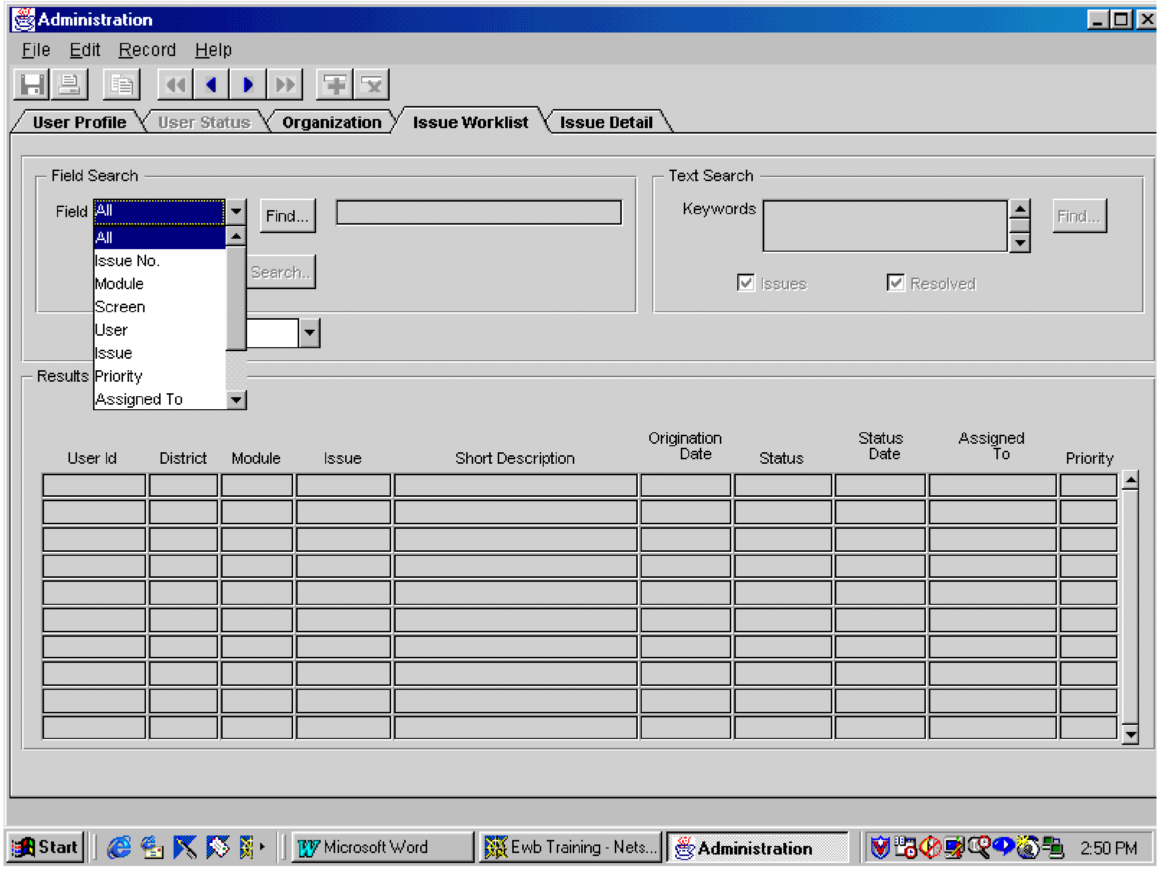
ISSUE WORKLIST FOLDER TAB

The Issue Worklist folder tab is used by EWB Application Administrators to research and resolve user issues. Individual issues that were entered and documented will be listed on a display on this folder tab. This folder tab works with the Issue Detail folder tab. If an Administrator wishes to see detail about a specific issue listed on the screen, he/she should place the cursor in the first field of the record for which he/she wishes to see detail to highlight the field. Then click on the Issue Detail folder tab to see the details for that issue displayed.

General Functionality

- Administrators have the ability to do searches on fields.
- Administrators have the ability to query the database via the following drop-down list of items:
    - All
    - Issue No (Number)
    - Module
    - Screen
    - User
    - Issue
    - Priority
    - Assigned To
    - Status
    - District

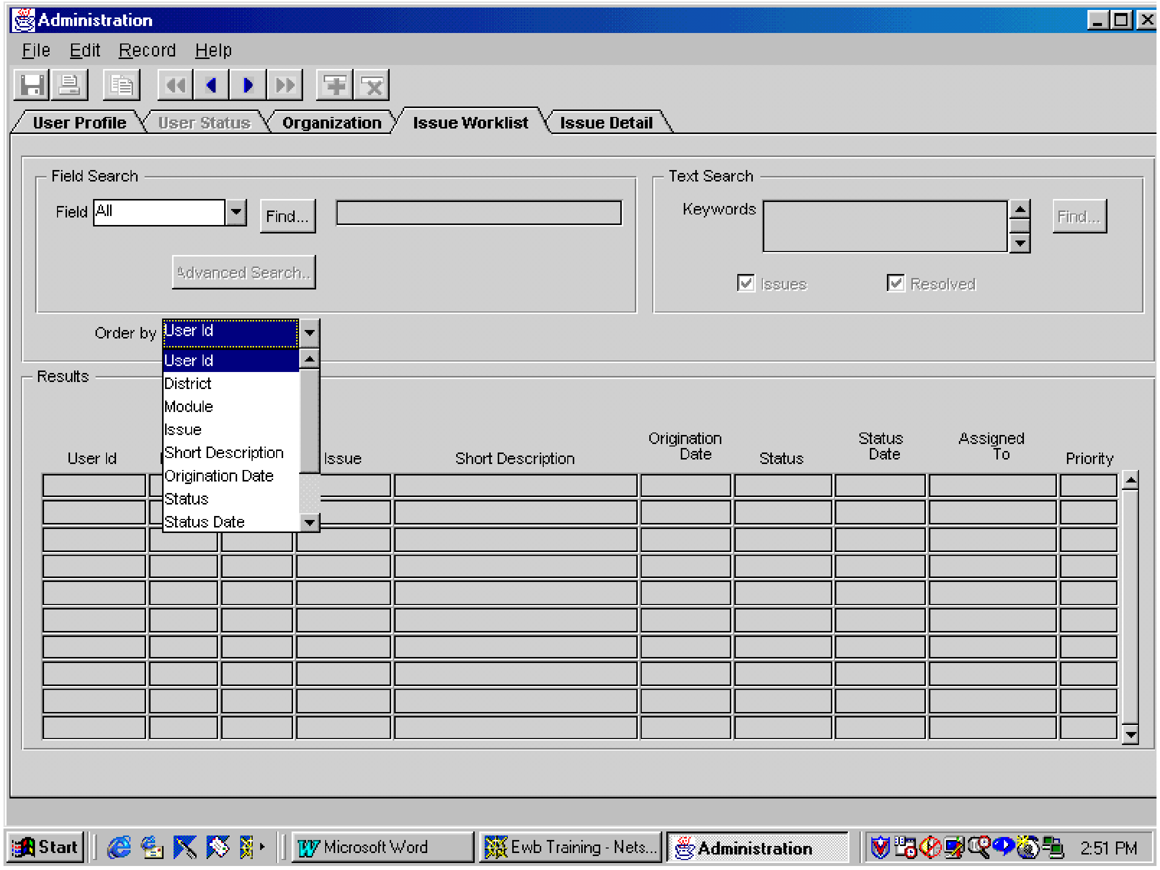
- Administrators have the ability to sort records by:
    - User ID
    - District
    - Module
    - Issue
    - Origination date
    - Status
    - Status date
    - Assigned to
    - Priority
    - Short description



Extra Work Billing System – Administration – Issue Worklist Folder Tab

- Field search drop-down list:
  - All
  - Module
  - Screen
  - Function
  - User
  - Issue
  - Priority
  - Assigned To
  - Status

- Order By, used for both Field and Text searches
  - Drop-down list values:
    - User ID
    - District
    - Origination Date
    - Status
    - Status Date
    - Issue
    - Short Description
    - Module
    - Assigned To
    - Priority
- Results values:
  - User ID - Display only
  - District - Display only
  - Module - Display only
  - Issue - Display only
  - Short Description - Display only
  - Origination Date - Display only
  - Status – Drop-down list.
  - Status Date
  - Assigned To
  - Assigned Date - Date format: MM/DD/YYYY.
  - Priority - Numeric value of 1=High, 2=Medium and 3=Low



Extra Work Billing System – Administration – Issue Worklist Folder Tab

This screen provides a worklist of issues to be used by the District Application Administrators in managing EWB issues.

- To define the order in which the Administrator would like to see the issues displayed, click on the down arrow on the right-hand side of the Order by field. An LOV (as pictured above) will be provided with the following choices:
    - User ID
    - Module
    - Issue
    - Short Description
    - Origination Date
    - Status
    - Status Date
    - Assigned To
    - Assigned Date
    - Priority
- Select the desired option by double clicking on it.

The information on the Issue Worklist will be displayed in the Order requested.

ISSUE DETAIL FOLDER TAB

This folder tab is used by the issue initiator to display, view, and check status on issues. This folder tab is used by the Administrator to enter information about an issue and to document the handling of the issue, which will be checked out by EWB System Support and resolved.

The Issue Detail folder tab works with the Issue Worklist folder tab of the Administration Module. Click on the first field of a record listed on the Issue Worklist folder tab to highlight the issue. Then, click on the Issue Detail folder tab to display the detail information for that particular issue.

In the Help Desk Module this folder tab also works with the Check Status folder tab. Once the requested information is displayed on the Check Status folder tab, and the user clicks on the first field of a specific line of information to highlight the specific issue. Then, the user clicks on the Issue Detail folder tab to display the details regarding that specific issue.

General Functionality

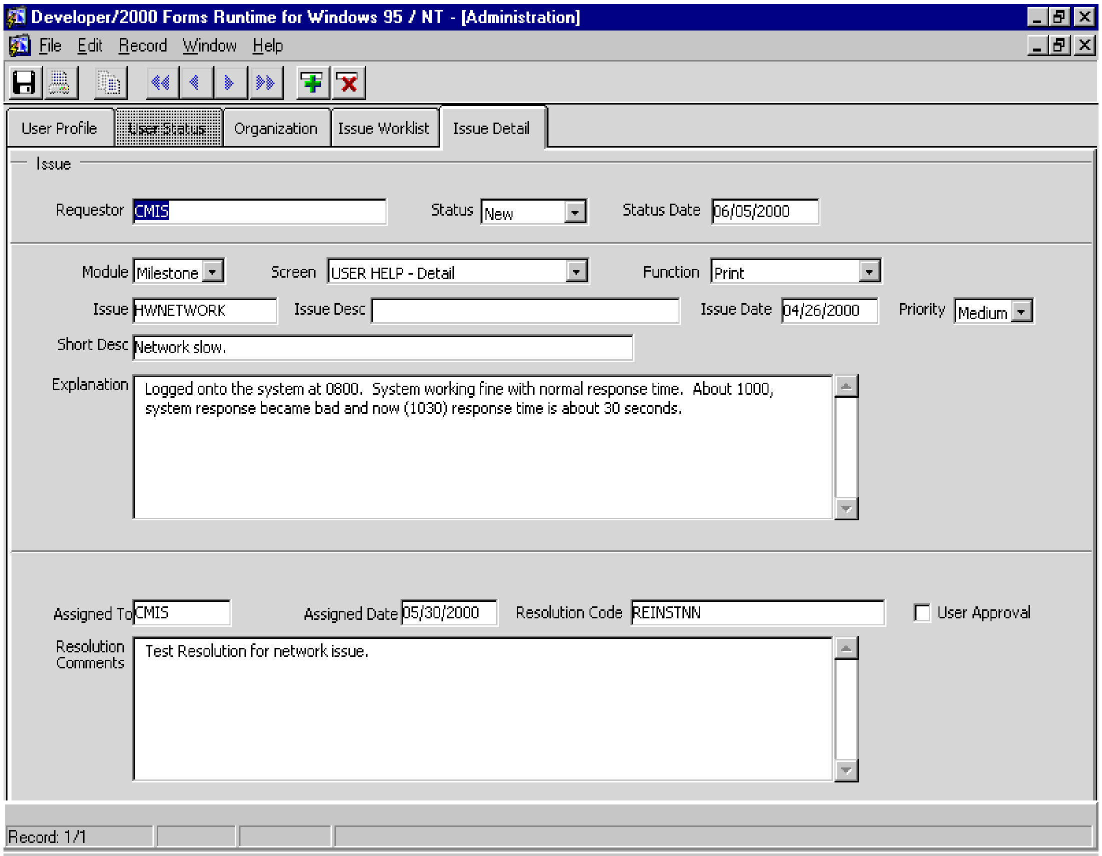
- The detail for an issue is displayed.
- The user has the ability to:
  - Report an issue by entering data on the folder tab
  - View an existing issue by asking for information to be displayed – no data entry allowed
  - Check the status of an issue by displaying information about the issue either on the Check Status folder tab, the Issue Detail folder tab for any role of user, or on the Issue Worklist folder tab for Administrators
  - Escalate an issue – this function is reserved for Administrators
  - Resolve an issue – the information related to the resolution may be input by Administrators; agreement with the resolution is indicated by the user who sent the issue by checking the User Approval box on the Issue Detail screen of the Help Desk module

Screen Block Layout

1. First block: Information displayed in this block is generated by the system. The Requestor information is based on the User ID of the person reporting the issue.

2. Second block: Information entered on the Report an Issue folder tab is displayed by the system in the second block of the screen.

3. Third block: Information appearing in this block comes from information which the District Application Administrator enters as part of handling the reported issues.



Extra Work Billing System – Administration – Issue Detail Folder Tab

Required fields on the Issue Detail Folder Tab are as follows:

Field Name	Field Description
Requestor	The initiator of the request
Status	Status may be New, Open, Closed, and Resolved. The default is New.
Status Date	Use format MM/DD/YYYY. The default is the current date.
Module	Indicate the module where the issue occurred. (The default is EWB.)
Issue	This is a CMIS issue code. Displays the Issue Description and Issue Code.
Issue Date	Use date format MM/DD/YYYY. Defaults to current date.
Short Description	Concept of a "title" of an issue. This field information is required, and the user must enter information in this field to proceed further. Maximum number of characters is 75.
Explanation	Provide as much information as possible to allow the receiver of the issue to understand the problem. It is a required field, so the user must enter information in this field to proceed further.

A user must enter information in each *required* field as his cursor is placed there. If information is not entered in a *required* field, he will not be allowed to proceed further with his action on the Issue Detail folder tab.

HOW TO ENTER A NEW SYSTEM ISSUE FOR ANOTHER USER

When an Administrator selects the Issue Detail folder tab, the cursor will be placed automatically in the Requestor field. Double-click the mouse. A drop-down list of values will be displayed. Highlight the appropriate user who has requested the issue to be documented. Click to display the name in the Requestor field.

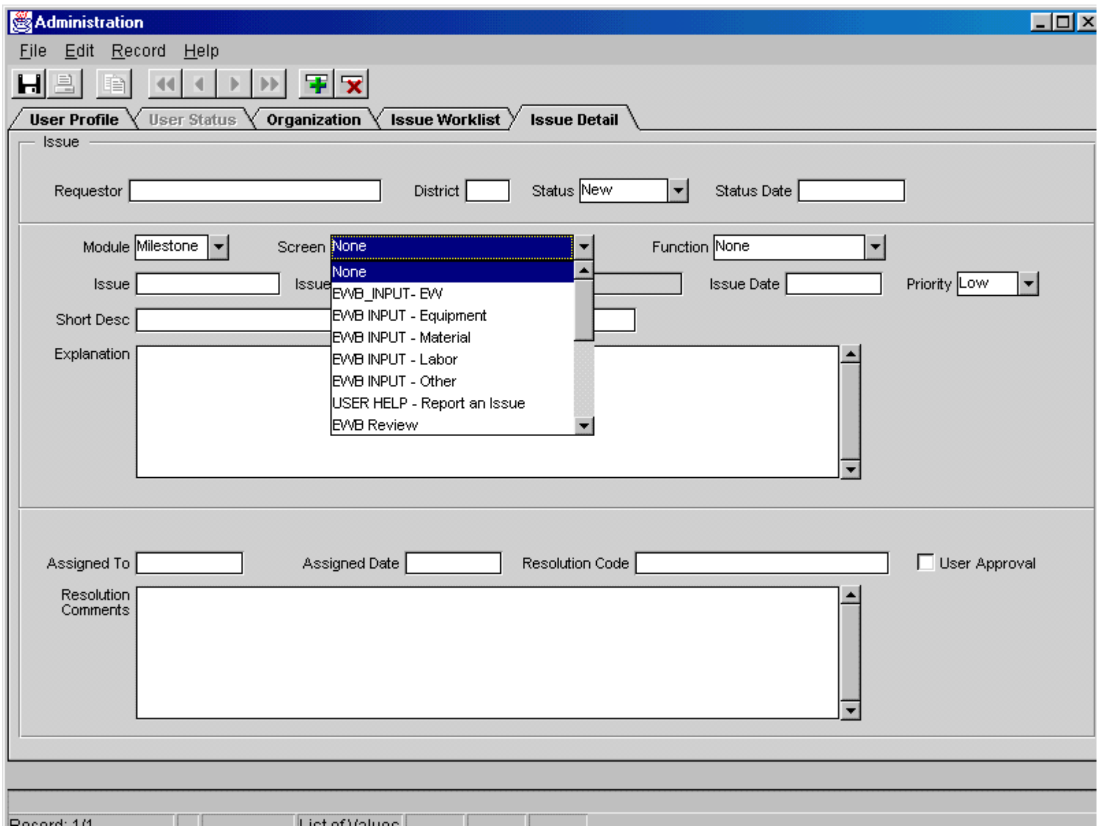
1. The next field is the District, which is a required field. Enter the Caltrans district number. If you do not know the district for a contractor, use the first two digits of their contract number, as this is the district indicator.

2. The next field to be completed is the Status field. Click on the down arrow to the right-hand side of the field. Click to select the desired value:
   - New (default)
   - Open
   - Closed
   - Resolved

The Status you selected will be displayed in this field, and your cursor will move to the Status Date field.

The Status Date field will automatically display the current date with the format MM/DD/YYYY. If the date the issue appeared or occurred is different from the date it is being entered, highlight the Current Date and type in the correct date.

3. Click on the arrow to the right of the Module field. The choices are Milestone and EWB. Select from the choices displayed by highlighting EWB and clicking to place that choice in the Module field. (Note: Milestone is intended for future systems.)



Extra Work Billing System – Administration – Issue Detail Folder Tab Showing Drop-down list of Screens

3. Click on the arrow to the right of the Screen field to select from the drop-down list. The choices are:
   - None
   - EWB Input EW
   - EWB Input – Equipment
   - EWB Input – Material
   - EWB Input – Labor
   - EWB Input – Other.
   - User Help – Report an Issue
   - EWB Review
   - User Help – Research on Issues
   - User Help – Check Status
   - User Help – Detail
   - Administration – User Profile
   - Administration – User Status
   - Administration – Locations
   - Administration – Worklist
   - Administration – Detail
   - Reports

   Click on your selection to place that choice in the Screen field.

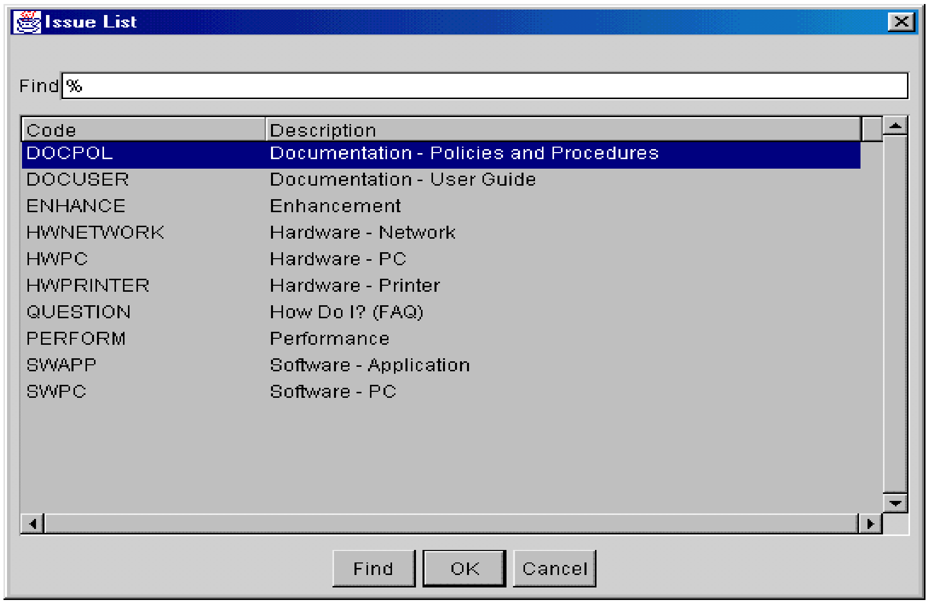
4. Click on the arrow to the right of the Function field to select from the drop-down list. The choices are:
   - None
   - New
   - Remove
   - Save
   - Find
   - Preview
   - Clear
   - Close
   - Print
   - Copy
   - Previous Block
   - Previous Record
   - Next Block
   - Next Record
   - Insert
   - Delete
   - Send EWB
   - Revise EWB

   Click on your selection to place that choice in the Function field.

5. Type in the code value or double-click in the Issue field. Select from the choices displayed by highlighting your choice and clicking OK. The choices are:
   - DOCPOL: Documentation – Policies and Procedures
   - DOCUSER: Documentation – User Guide
   - ENHANCE: Enhancement
   - HWNETWORK: Hardware – Network
   - NWPC: Hardware – PC
   - HWPRINTER: Hardware – Printer
   - QUESTION: How Do I? (Frequently Asked Questions)
   - PERFORM: Performance
   - SWAPP: Software Application
   - SWPC: Software PC

   A description for the code will be displayed in the LOV as well as the code itself.

A screen shot of the Issue Detail Folder Tab with the Issue LOV displayed appears below.



6. Enter the date of the issue in the Issue Date field. The required format is MM/DD/YYYY.

7. Type in a short description of the issue. Think of this information as the “title“ of the issue. There must be some information entered here, as it is a *required* field. The maximum number of characters that may be entered is 75.

8. With your cursor in the Priority field, click on the down arrow to the right of the field. Select from the choices displayed by highlighting your choice. The choices are: low, medium, or high. High is defined as a *high priority issue*, Medium is defined as a *medium priority issue*, and Low is defined as a *low priority issue*.

9. The Explanation field provides space to enter a more complete description of the issue.

10. Save the issue by clicking the Save icon or by clicking the File command and choosing the Save option. Respond Yes to the system query, “Do you want to save?”

HOW TO RESPOND TO A SYSTEM ISSUE

Once a user enters an issue into the system, it is the responsibility of the Help Desk Administrator to take action on the issue by assigning it for resolution. The information in the top two blocks of the Issue Detail folder tab will have been provided by the system based on what the issue originator input. The third block is available for the Administrator to track progress of the issue. The following mandatory fields should have been completed:

- Requestor
- Status
- Status Date
- Issue
- Issue Description
- Issue Date
- Priority
- Short Description
- Explanation

The following fields are optional:

- Module
- Screen
- Function

HOW TO ASSIGN AN ISSUE

1. Place your cursor in the Assigned To field and double-click. You will be presented with an LOV displaying the names of all users of the EWB system. Select the user to whom the issue will be assigned by highlighting that user's name. Click to display the user's name in the Assigned To field.

2. The current date will be displayed in the Assigned Date field. If the date you are assigning the issue is different from the current date, highlight the date that appears in the field and enter the appropriate date in the field. The required format is MM/DD/YYYY.

3. Save the data by clicking on the Save icon or clicking the File command and selecting Save from the drop-down menu and clicking on it.

4. When a resolution has been identified to address the issue, locate the issue on the Issue Worklist folder tab. Select the issue record by highlighting the first field. Click on the Issue Detail folder tab. The details of the issue will be displayed on the Issue Detail folder tab.

5. Place your cursor in the Resolution Code field and double-click. A selection of codes will be displayed. To select the appropriate code, highlight it using the mouse, and click OK to place the code in the field.

6. Resolution Comments is a free form field which allows up to 2,000 characters to be entered to describe the resolution of the issue. Resolution Comments is also used by Administrators to keep a running commentary of what is happening regarding the status of an issue. Administrators will get fewer calls by keeping this field updated with what is happening regarding the issue. That way, users may look for themselves and see when an answer is expected or what the next anticipated action will be. The initiator will not have to call the Administrator to learn the status.

7. Save the data by clicking on the Save icon or clicking the File command and selecting Save from the drop-down menu and clicking on it.

HOW TO RESOLVE AN ISSUE

1. First, locate the issue you wish to document as resolved by locating it on the Issue Worklist folder tab.

2. Highlight the first field of the record for the issue.

3. Click on the Issue Detail folder.

4. Place your cursor in the Resolution Code field and double-click. A selection of codes will be displayed. Choose the code that best describes the resolution to the issue. To select the appropriate code, highlight it using the mouse, and click to place the code in the field.

5. Resolution Comments is a free form field with ample room to allow the user to describe the resolution of the issue.

6. Save the data by clicking on the Save icon or clicking the File command and selecting Save from the drop-down menu and clicking on it.

HOW TO CLOSE AN ISSUE

- **After the issue has been resolved, the issue originator has the responsibility to review the resolution and approve that the issue has been resolved to his/her satisfaction. If the issue has been satisfactorily resolved, the initiator should move to the Check Status folder tab of the Help Desk System.**

- **The initiator should highlight the first field of the record describing the issue to be marked resolved.**

- **Then the initiator should click on the Issue Detail folder tab to move to that screen.**

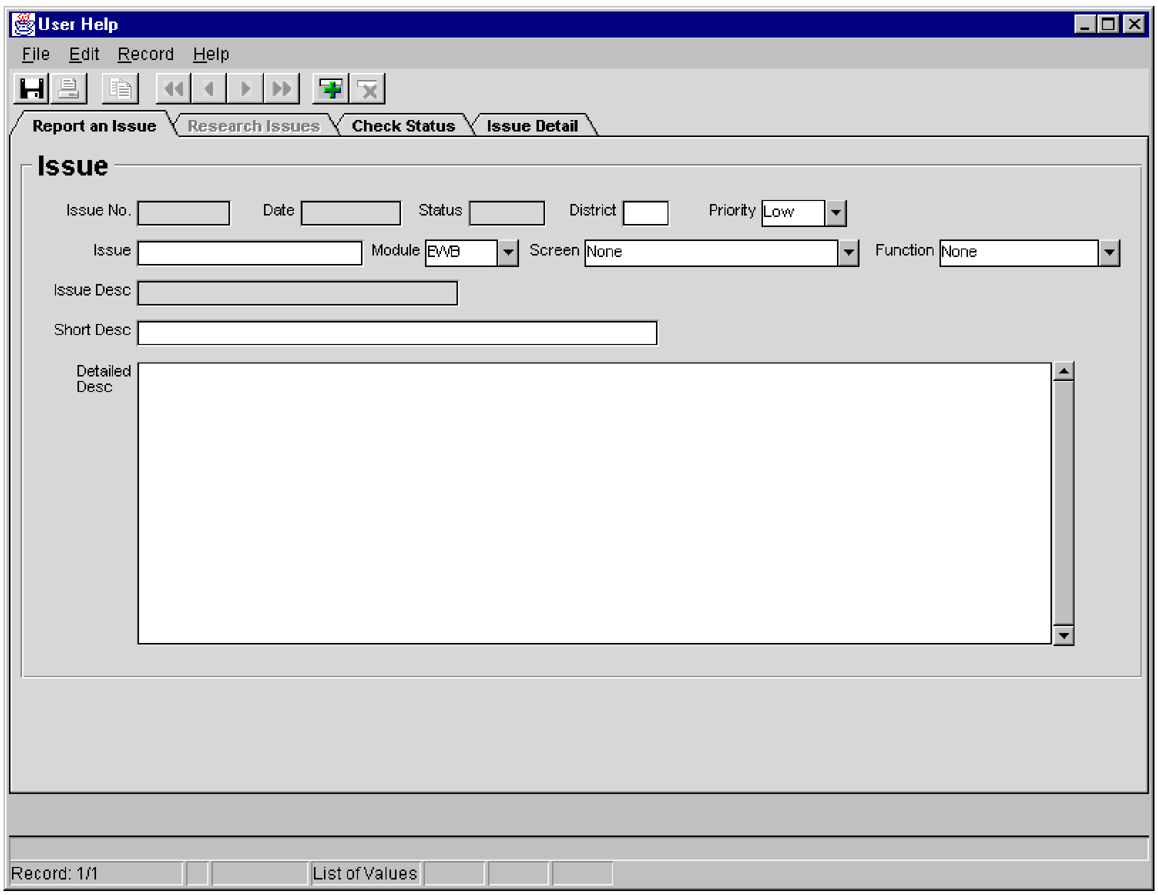
- **Once on the Issue Detail Folder Tab, the initiator should review the description of the resolution of the issue to ensure he or she agrees that the issue is resolved. If the initiator agrees, he or she should click on the User Approval box. This will place a checkmark in the box. If the issue resolution has not satisfied the initiator, This box should be left blank. Further work will need to be done to resolve the issue to the Initiator's satisfaction.**

HELP DESK FOLDER TAB SCREENS

General Information

The Help Desk module of the Extra Work Billing System contains four screens:
1. Report An Issue
2. Research Issues (This tab has been disabled until a future release.)
3. Check Status
4. Issue Detail

Each screen plays a function in documenting, researching, tracking, and closing an issue that relates to the EWB system. *All users* may enter issues into the Help Desk screens.

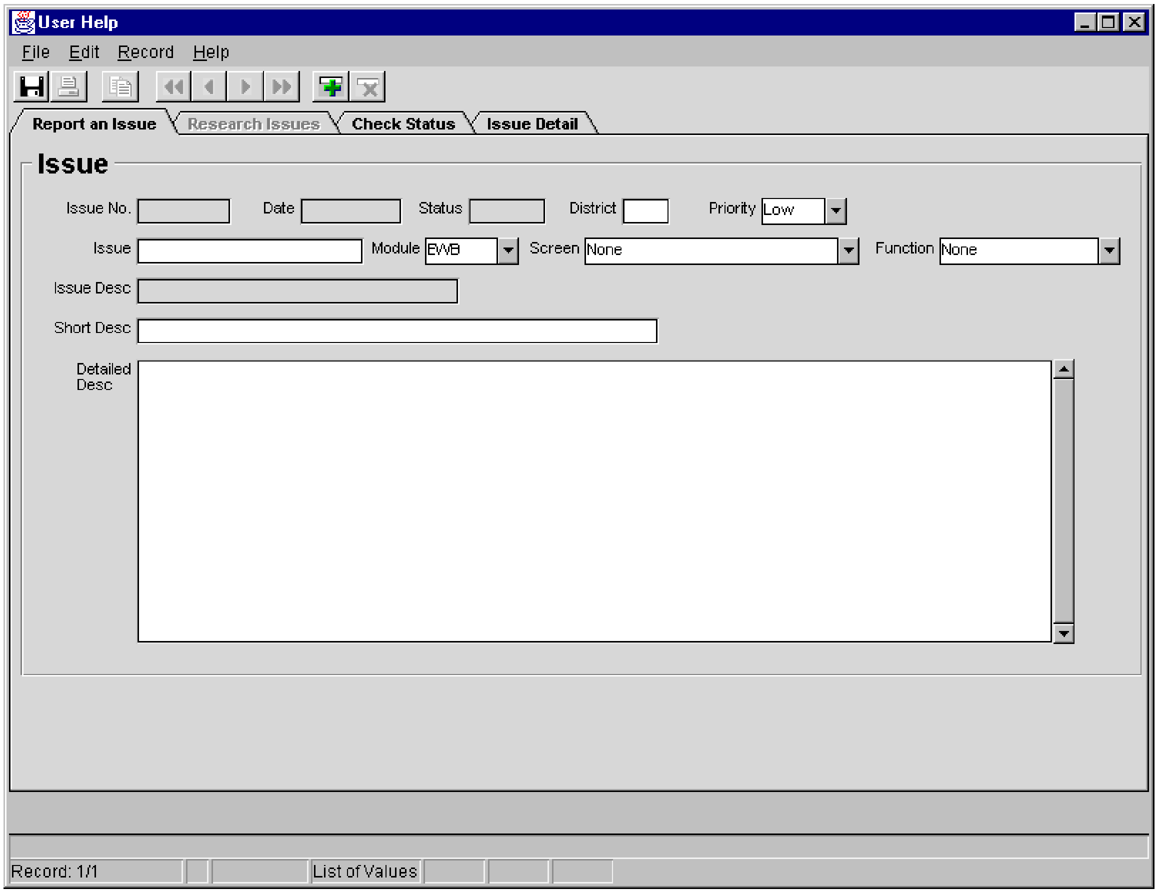


Extra Work Billing System – Help Desk

General Functionality

- Users will be able to input, track progress, and close an issue.
- The issue originator will have final authority on whether or not the issue is solved to his/her satisfaction.
- Issues will be recorded via the User ID.
- Users will have sorting capabilities for search results.
- All dates use the MM/DD/YYYY format.
- Report an Issue is the default display tab. Upon entering the screen, the cursor will be placed in the District field, and the user will be in *Insert Mode*. The user may double-click in the field to receive a list of acceptable Districts or may simply input a value from 01 to 12. Note: For Caltrans users, the District is the Caltrans district where the user is located. For non-Caltrans users, the District can be found as the first two numerals at the beginning of your Caltrans contract number (i.e., Contract 06-554398 is District 06).
- The following fields are *display only* fields. They are grayed out by the system and will not allow input. The system will produce this information and display it in the fields:
  - Issue No.
  - Date
  - Status
- The following fields are *required* fields:
  - District
  - Priority
  - Issue
  - Module
  - Short Description
  - Detailed Description

Report an Issue Folder Tab



Extra Work Billing System – Help Desk – Report an Issue Folder Tab

HOW TO ENTER AND DOCUMENT AN ISSUE

- After selecting Report an Issue, your cursor will be located in the District field. The user double-clicks in the field to receive a list of acceptable Districts or may simply input a value from 01 to 12. Note: For Caltrans users, the District is the Caltrans district where the user is located. For non-Caltrans users, the District can be found as the first two numbers at the beginning of your Caltrans contract number (i.e., Contract 06-554398 is District 06).
- Click on the arrow on the right-hand side of the field. Highlight your choice of High, Medium, or Low (default). As a guideline you may want to use the following criteria to determine the priority level:

    High - Impacts being able to use the system and may result in inaccurate information

    Medium – Does not impact work being accomplished, but information may be missing or misleading

Low – Does not impact work being accomplished, would be an improvement to the operation.

- Enter the Issue Code in the Issue field or place your cursor in the field and double-click. You will be presented with an LOV that displays the categories of issues. Highlight the choice you believe fits best, and click on it. Your choice will be displayed in the Issue field. This is a *required* field.
- Click on the arrow at the right-hand side of the Module field. The choice is either EWB or Milestone. Highlight EWB and click to bring the choice to the Module field.
- Click on the arrow at the right-hand side of the Screen field. Highlight the screen name where you were working within the EWB system, and click to bring the choice to the Screen field. If the issue is not related to a particular screen where you were working, select None.
- Click on the arrow at the right-hand side of the Function field. Highlight the appropriate choice and click to bring the choice to the Function field.
- Information is required in the Short Description field. As best and briefly as you can, describe the issue. Think of it as the "Title of the Issue." The maximum number of characters is 75.
- Information must be entered in the Detailed Description field. Describe in as much detail as possible the events before and after the problem occurred. Be as clear as possible. For example:

  I was entering equipment on the Equipment folder tab. I had entered all the fields up to Attach Code 1. When I tabbed to that field, my cursor moved to the next blank line on the screen. I was not able to return to the Attach Code 1 field of the form either by using the Shift-Tab key combination or the mouse.
- Once you have entered all the information about your issue, *save* your information by clicking the Save icon or by clicking the File Command and the Save option from the resulting drop-down list.
- You may make changes on the Report and Issue screen up until the time the Administrator assigns it to someone to resolve the issue. Once that happens, the screen is locked and further changes to the reported issue are not allowed.

Research An Issue Folder Tab

<u>THE RESEARCH ISSUES FOLDER TAB - This tab has been disabled until a future release.</u>

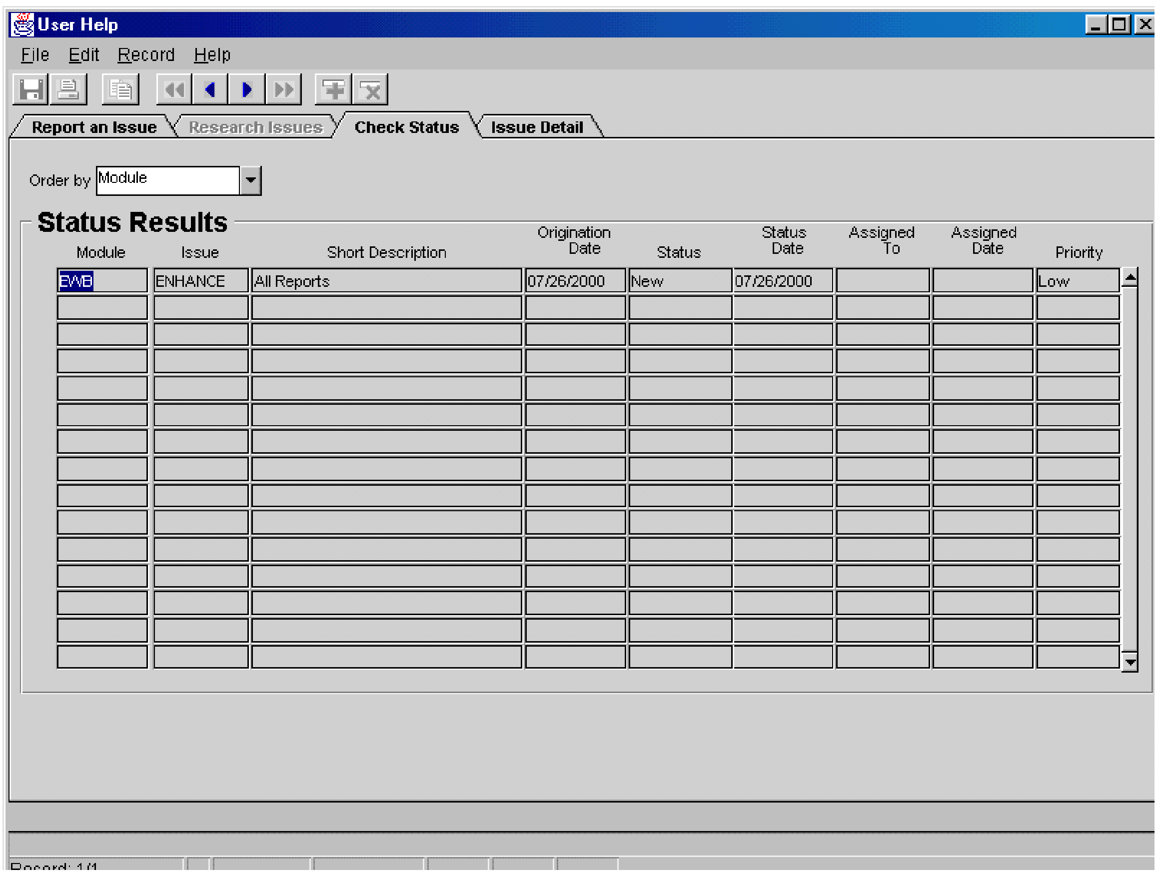
Check Status Folder Tab

This tab is used to check the status of an issue. The *only* issues displayed on this screen will be issues, which the user has initiated and documented. The issue may have been documented by the Help Desk if it involved the situation where the user could not get to the EWB application.

The only action required by the User on this folder tab screen is to select the Order By field choice.

General Functionality

- The user has the ability to select a specific detail line, go to the Issue Detail folder tab, and have detail about the issue automatically displayed.



Extra Work Billing System – Help Desk – Check Status Folder Tab

HOW TO CHECK THE STATUS OF AN ISSUE

- Place your cursor in the Order By field. Click on the arrow to the right-hand side of the field.
- Select the appropriate field description by highlighting your choice and clicking. The choices are:
  - Module
  - Issue
  - Short Description
  - Origination Date
  - Status
  - Status Date
  - Assigned To
  - Assigned Date
- Your issues will be displayed in the order selected in the Order By field.
- On the displayed list, click your cursor in the first field of the record (line) which describes the issue for which you wish to check status to highlight the field.
- Click on the Issue Detail folder tab to see the details of the issue displayed.
- You will be presented with the Issue Detail screen displaying all the information related to that identified issue.

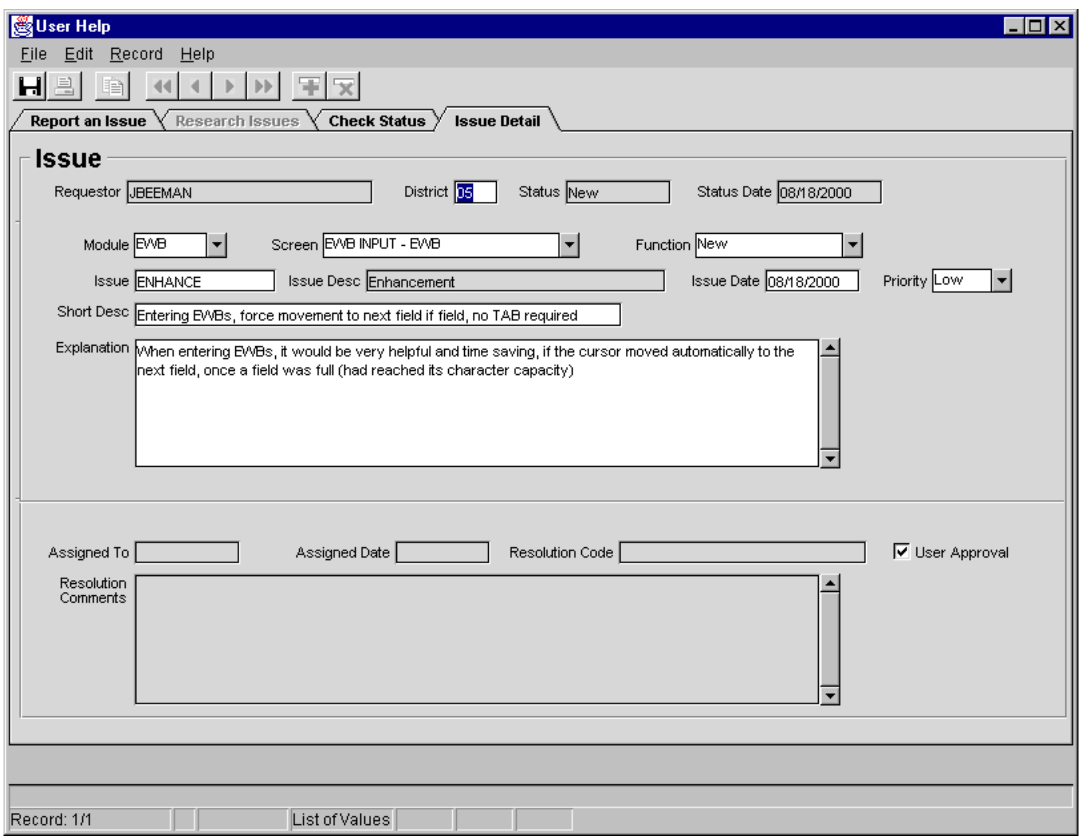
ISSUE DETAIL FOLDER TAB

The Issue Detail folder tab is for all system users to view the detailed information about an issue they have originated. The Issue Detail folder tab is used by Administrators in working issues. This tab is used to track and maintain an issue, as well as to display and view the detailed information about an issue.

The Issue Detail folder tab also works with the Check Status folder tab here in the Help Desk module. Once the requested information is displayed on the Check Status folder tab, the user clicks on the first field of a specific line of information to highlight the record. Then the user clicks on the Issue Detail folder tab to see the details of that issue displayed, including the assignment by the Help Desk Administrator to an EWB resource for resolution.

General Functionality

- The detail for an issue is displayed.
- The user has the ability to:
  - Report an issue
  - View an existing issue
  - Check the status of an issue
  - Resolve an issue



Extra Work Billing System – Administration – Issue Detail Folder Tab

Screen Block Layout

The Issue Detail Folder Tab is separated into three blocks: top, center and lower.

1. Top block: Information displayed in this block is generated by the system. The Requestor information is based on the User ID of the person reporting the issue.

2. Center block: Information that was entered on the Report an Issue folder tab is displayed by the system here.

3. Lower block: Information appearing here comes from input which the District Application Administrator enters as part of handling and maintaining the reported issues.

Required fields on the Issue Detail folder tab are as follows:

Field Name	**Field Description**
District	Values of 01 to 12; represents the Caltrans district location
Requestor	The initiator of the request
Status	Status may be New, Open, Closed, Escalate, or Resolved. The default is New.
Status Date	Uses format MM/DD/YYYY. The default is the current date.
Module	Names the module where the issue occurred (The default is EWB.)
Issue	This is a CMIS issue code. Displays the Issue Description and Issue Code.
Issue Date	Uses date format MM/DD/YYYY. Defaults to current date.
Short Description	User must enter information in this field to proceed further.
Explanation	User must enter information in this field to proceed further.

HOW TO VIEW ISSUE DETAIL

First, identify the issue for which you wish to see the detail by highlighting the record for that issue. Do that by clicking on the first field of the record on the Check Status folder tab. Then, click the Issue Detail folder tab. The Issue Detail folder tab screen will be displayed, and the cursor will be located in the District field. If the purpose of viewing this tab is to check status or other details about the issue, the user will see all pertinent information displayed on the screen. Note: The information in the lower block relates to the resolution of the issue.

HOW TO CLOSE AN ISSUE WHICH YOU INITIATED AND REPORTED

After the issue has been resolved, the issue originator has the responsibility to review the resolution and approve that the issue has been resolved to his/her satisfaction. If the issue has been satisfactorily resolved, the user should click on the User Approval box. This will place a checkmark in the box. If the issue resolution has not satisfied the user, leave this box blank. Further work will need to be done to resolve the issue to the requestor's satisfaction.

*****END OF STEP-BY-STEP INSTRUCTIONS*****